

FIG. 1

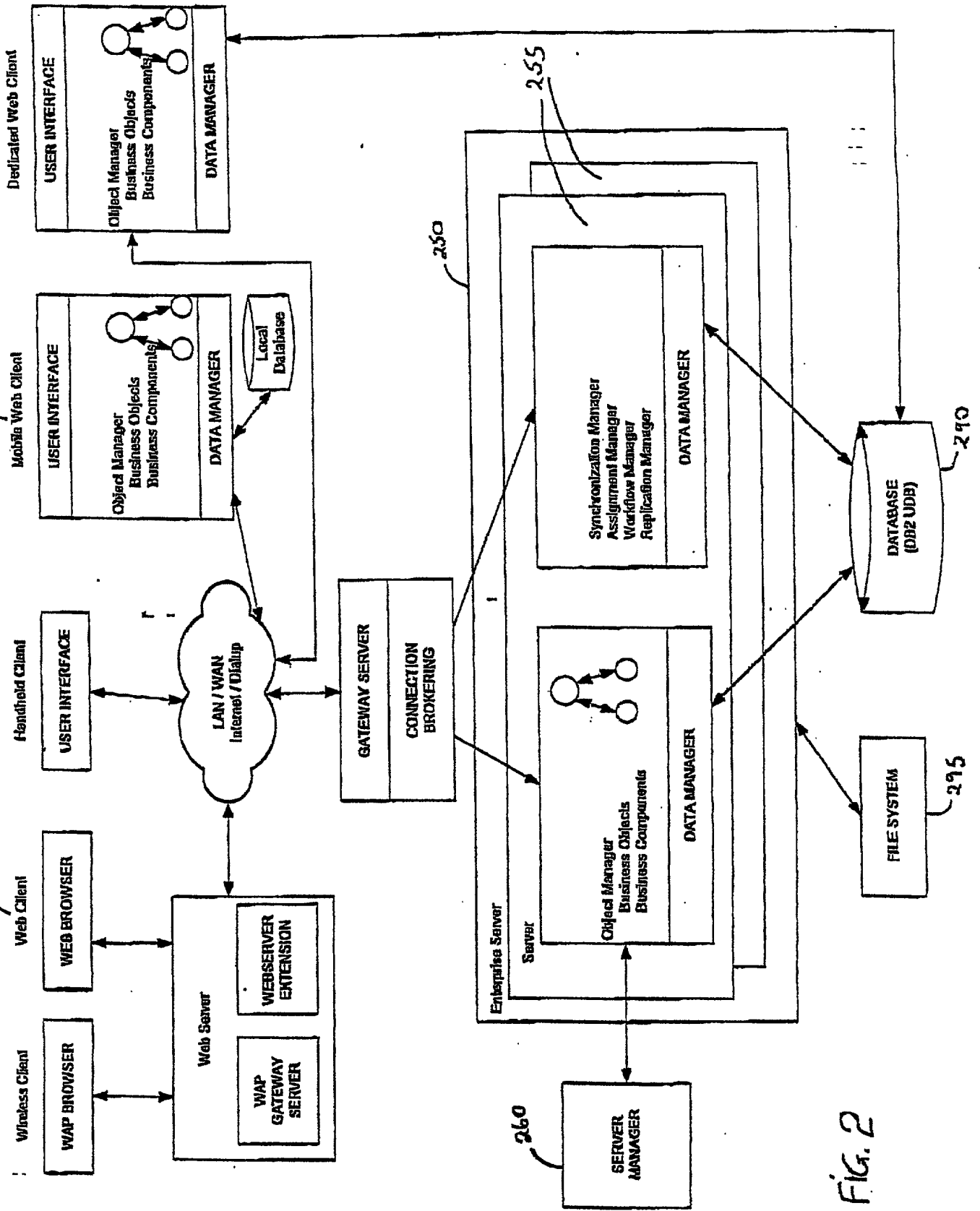


FIG. 2

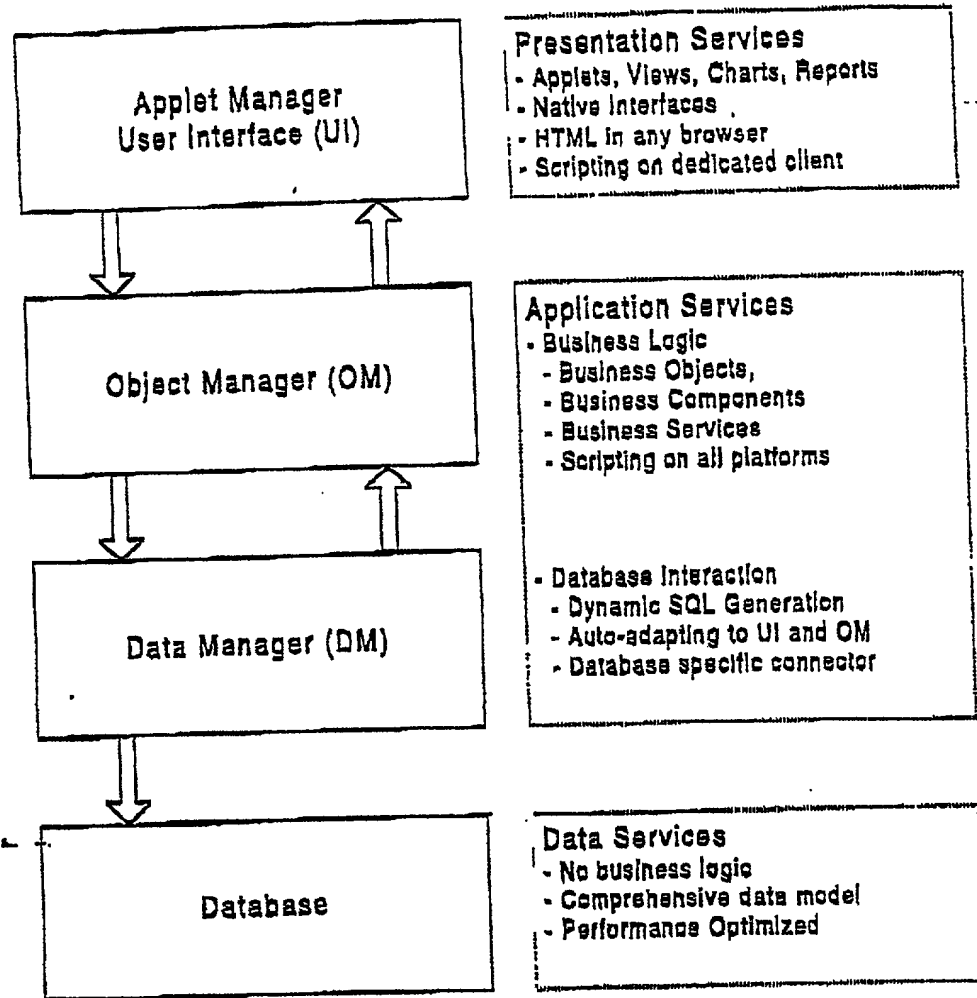


FIG. 3

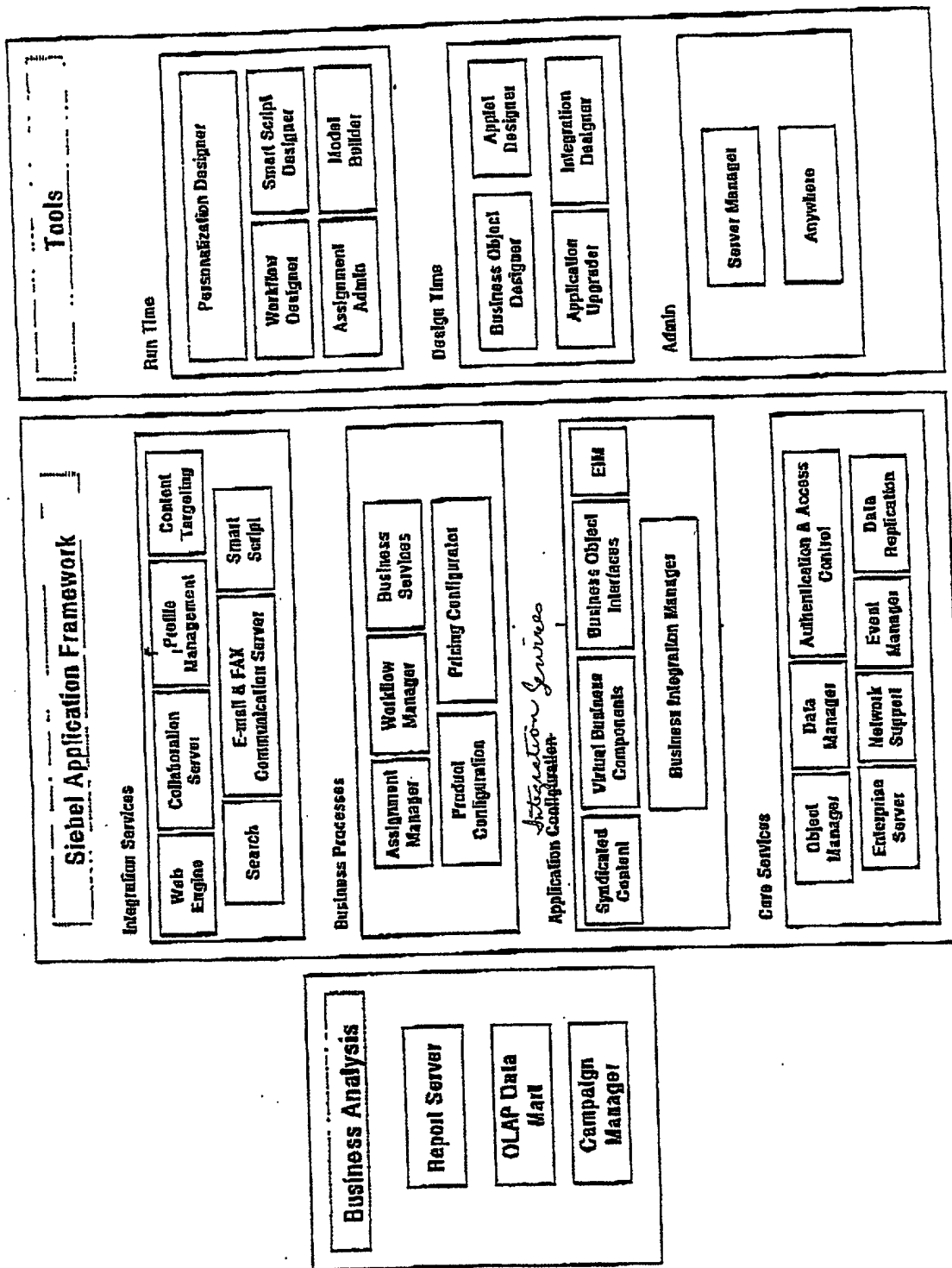


FIG. 4 A

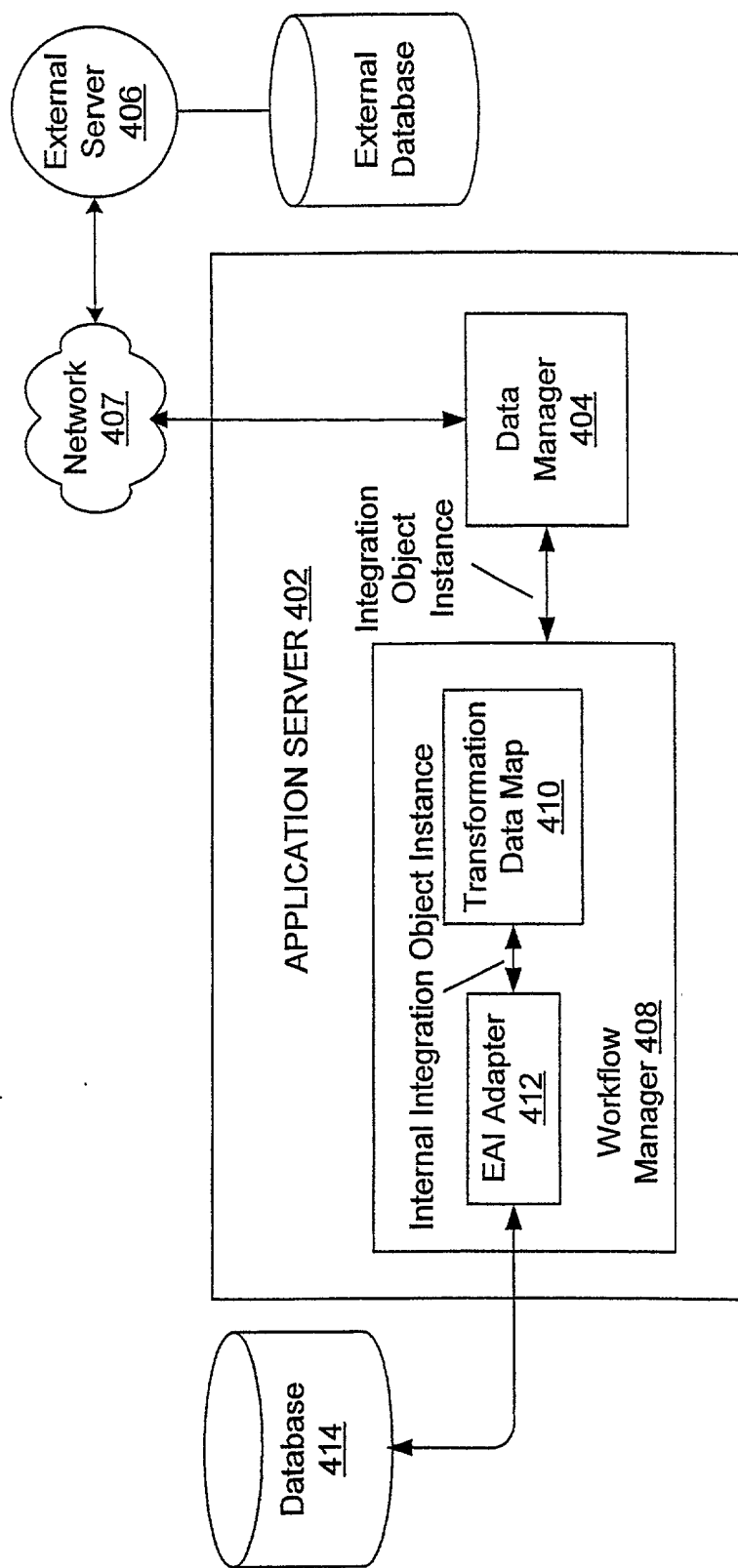
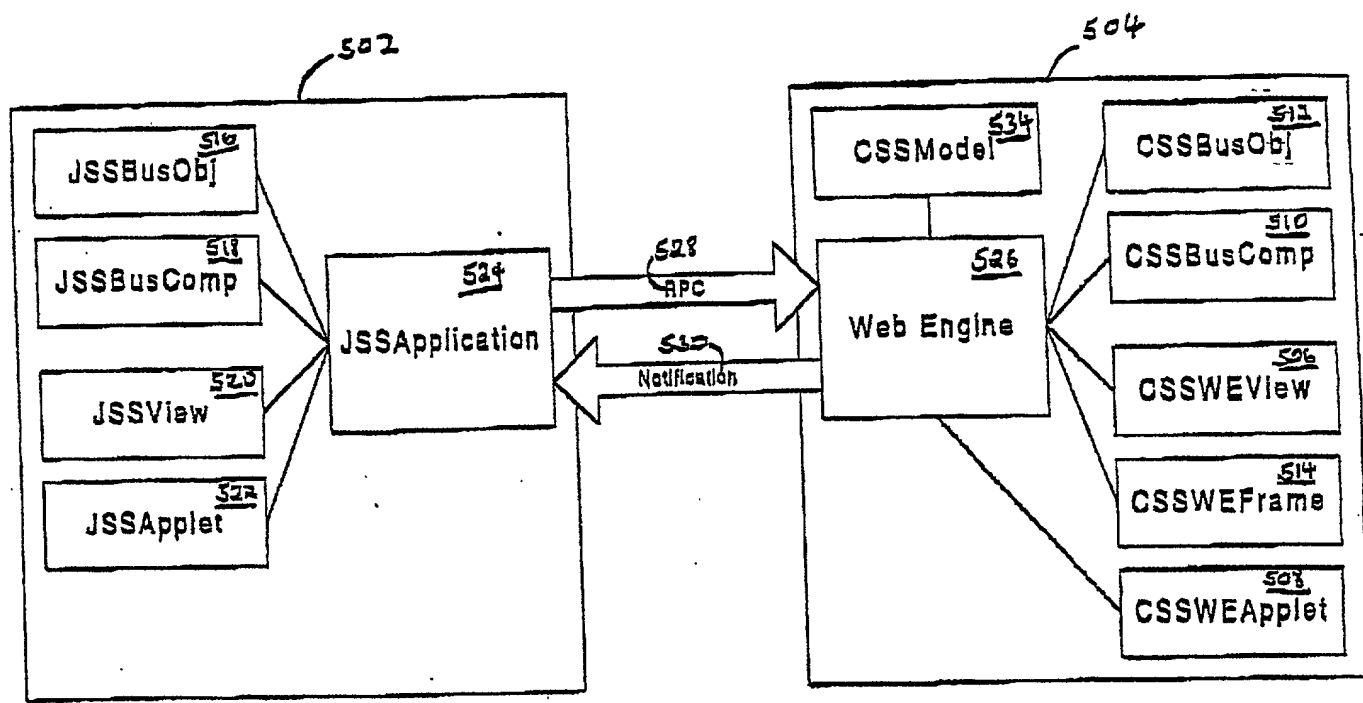


Fig. 4B



500

FIG. 5A

4024694.3 2004.03.04

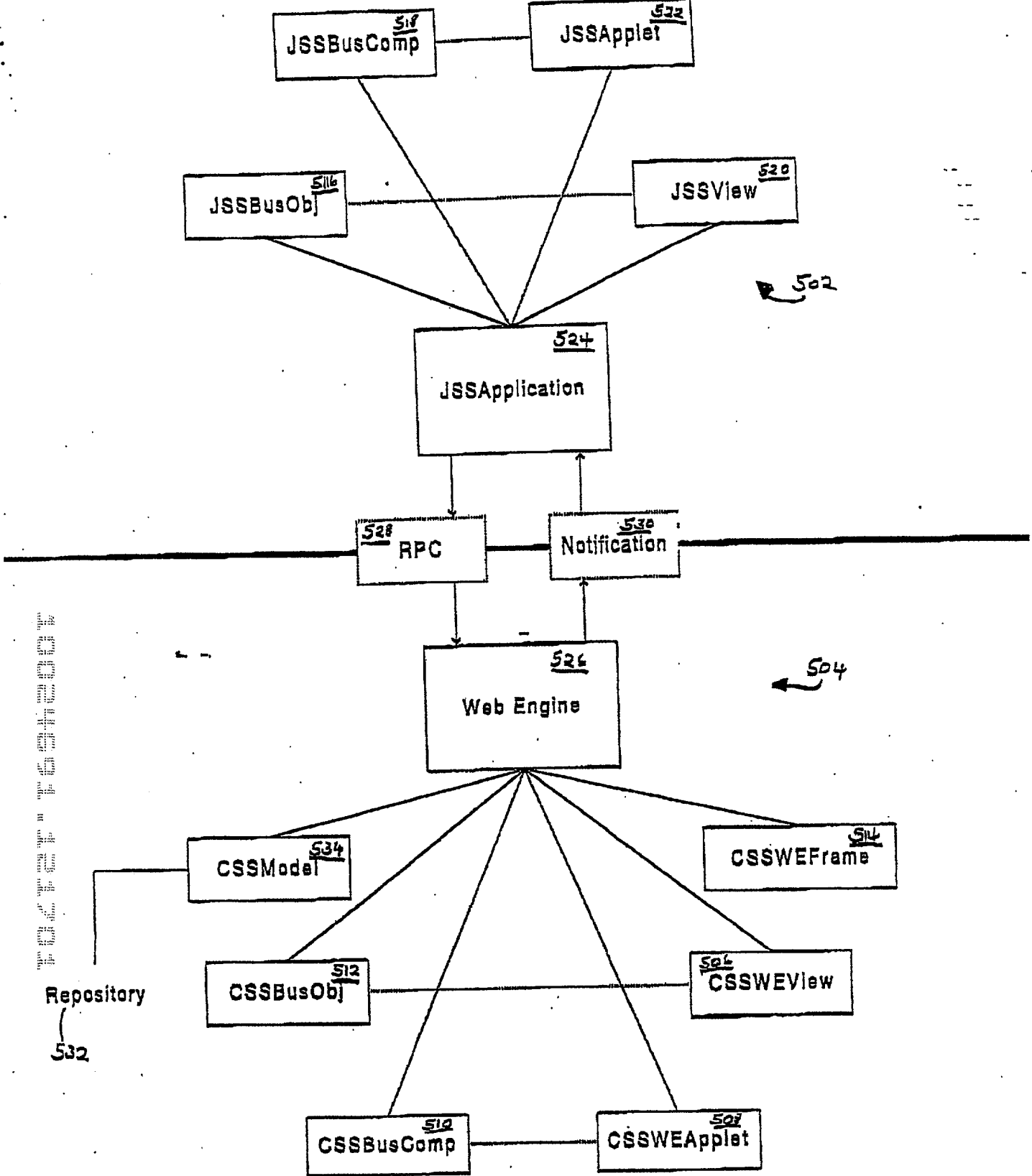


FIG. 5B

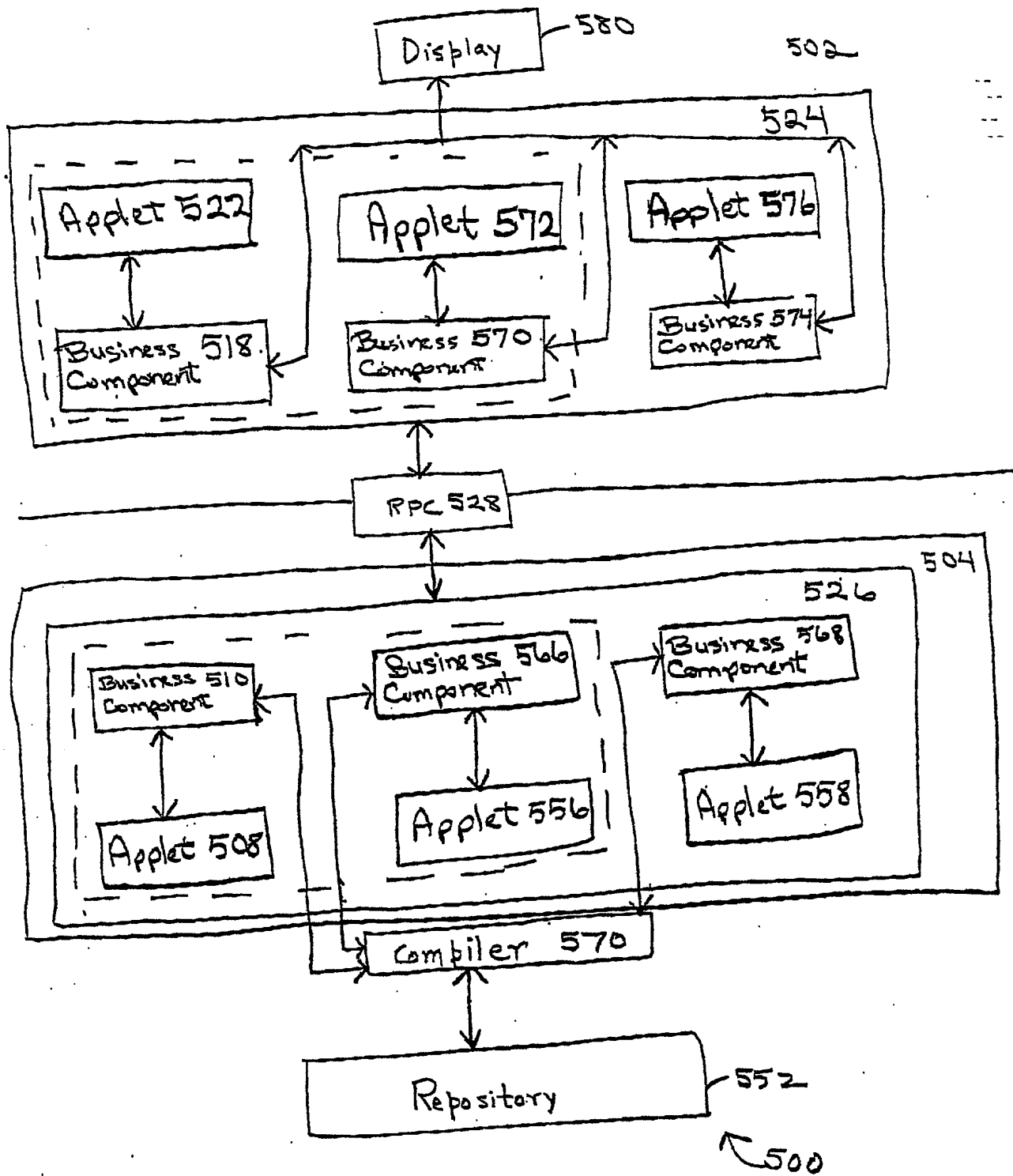


Figure 5c

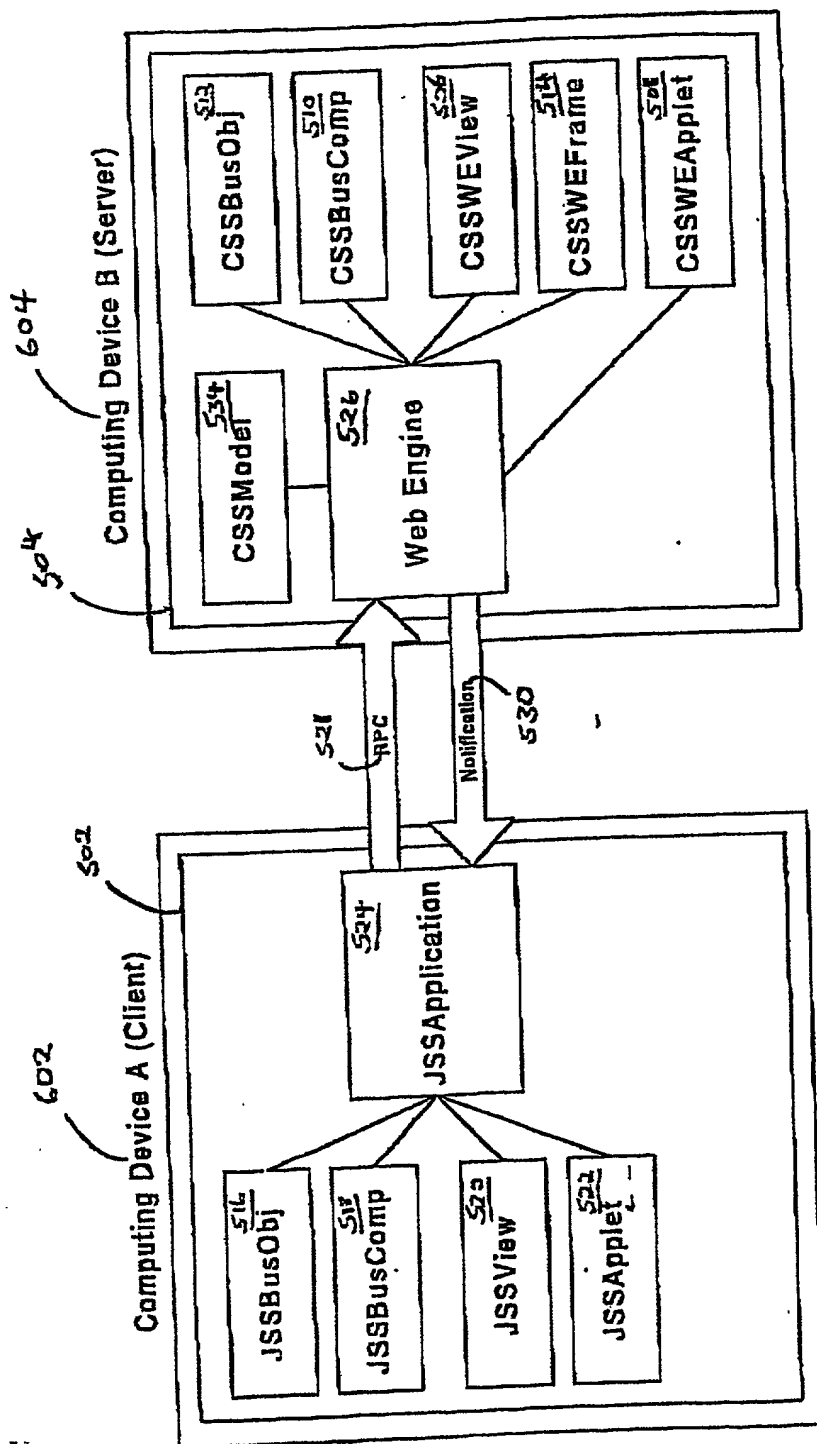
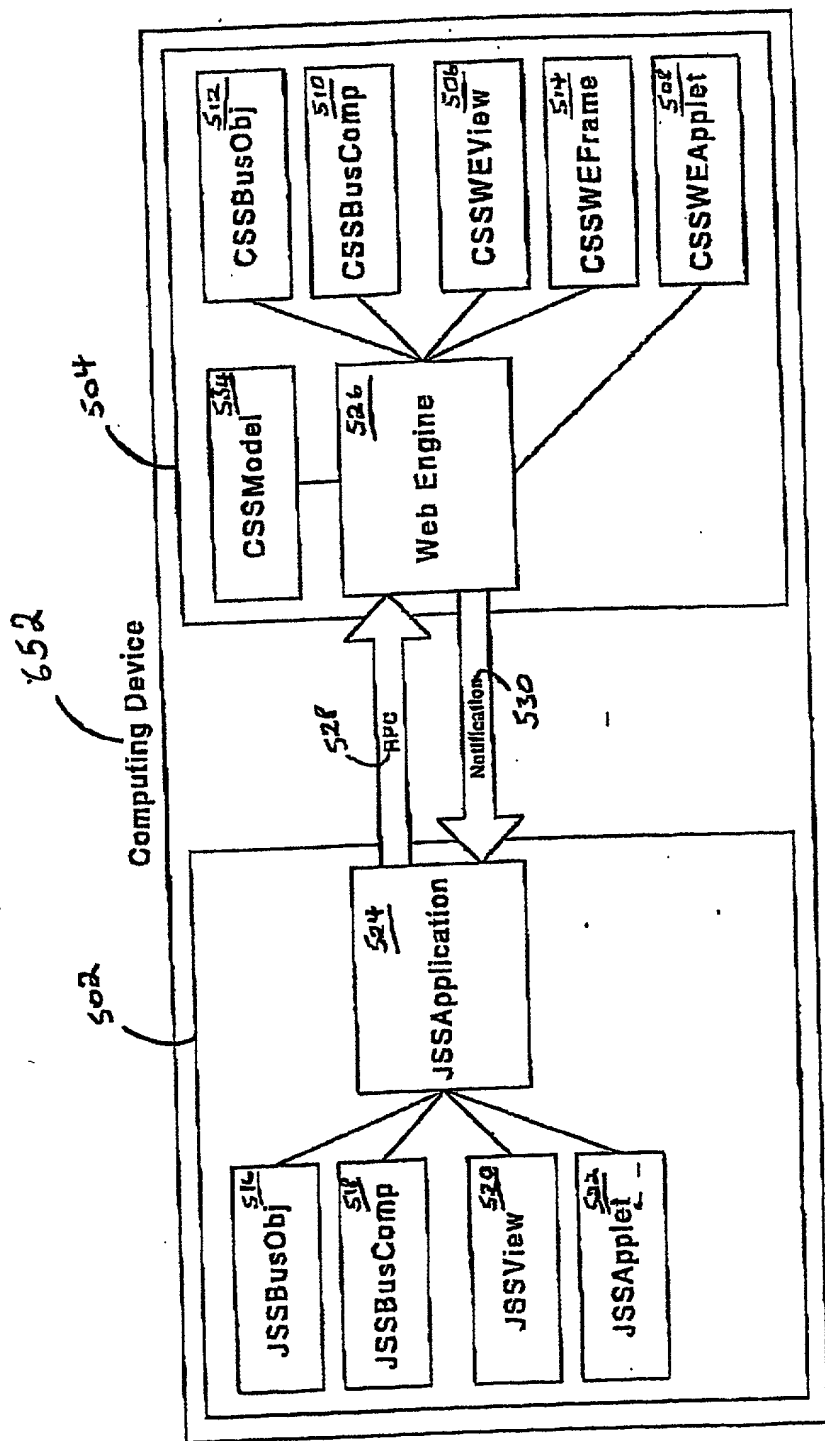


FIG. 6A



502

FIG. 6B

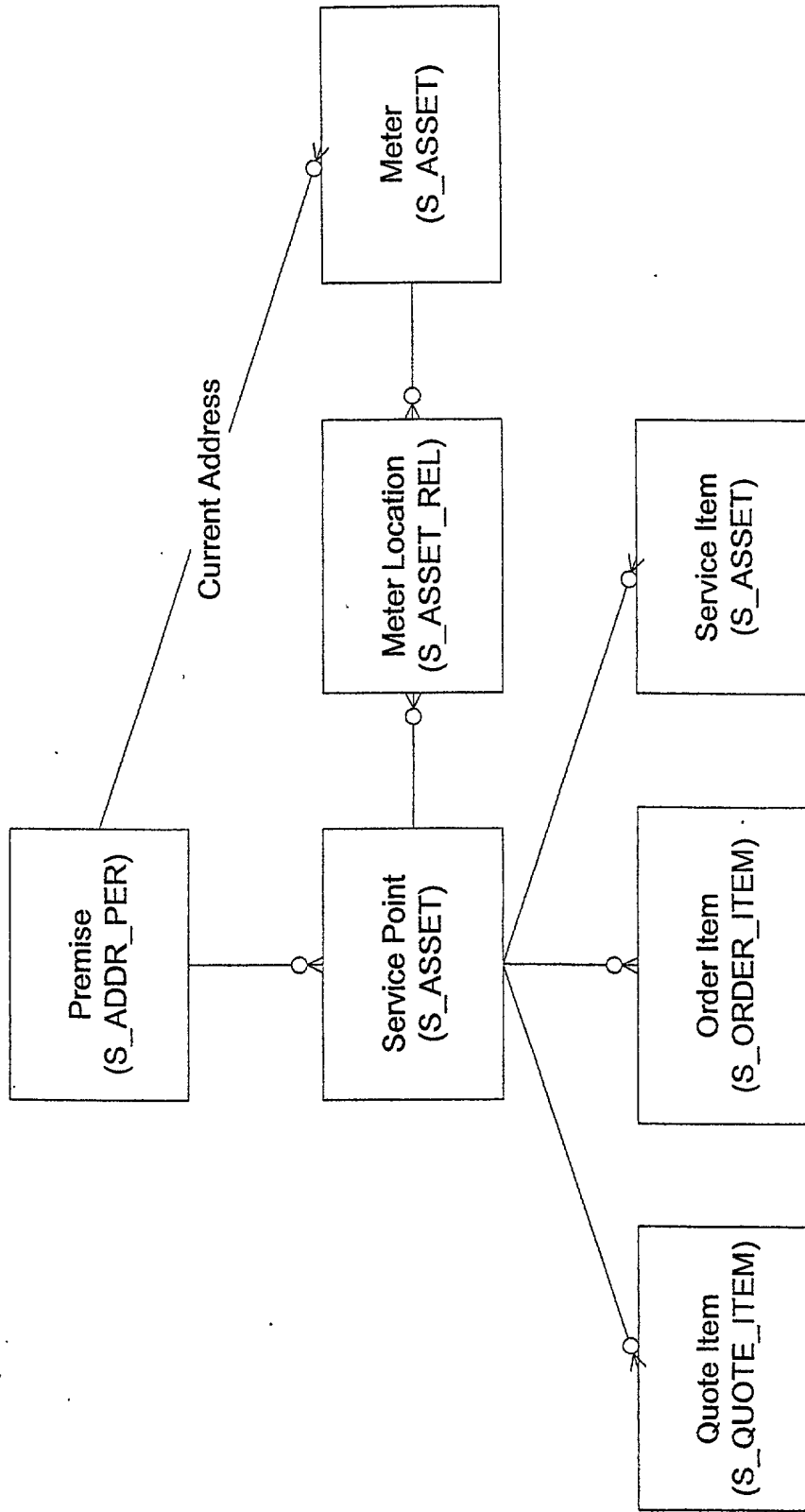


Fig. 7A

700

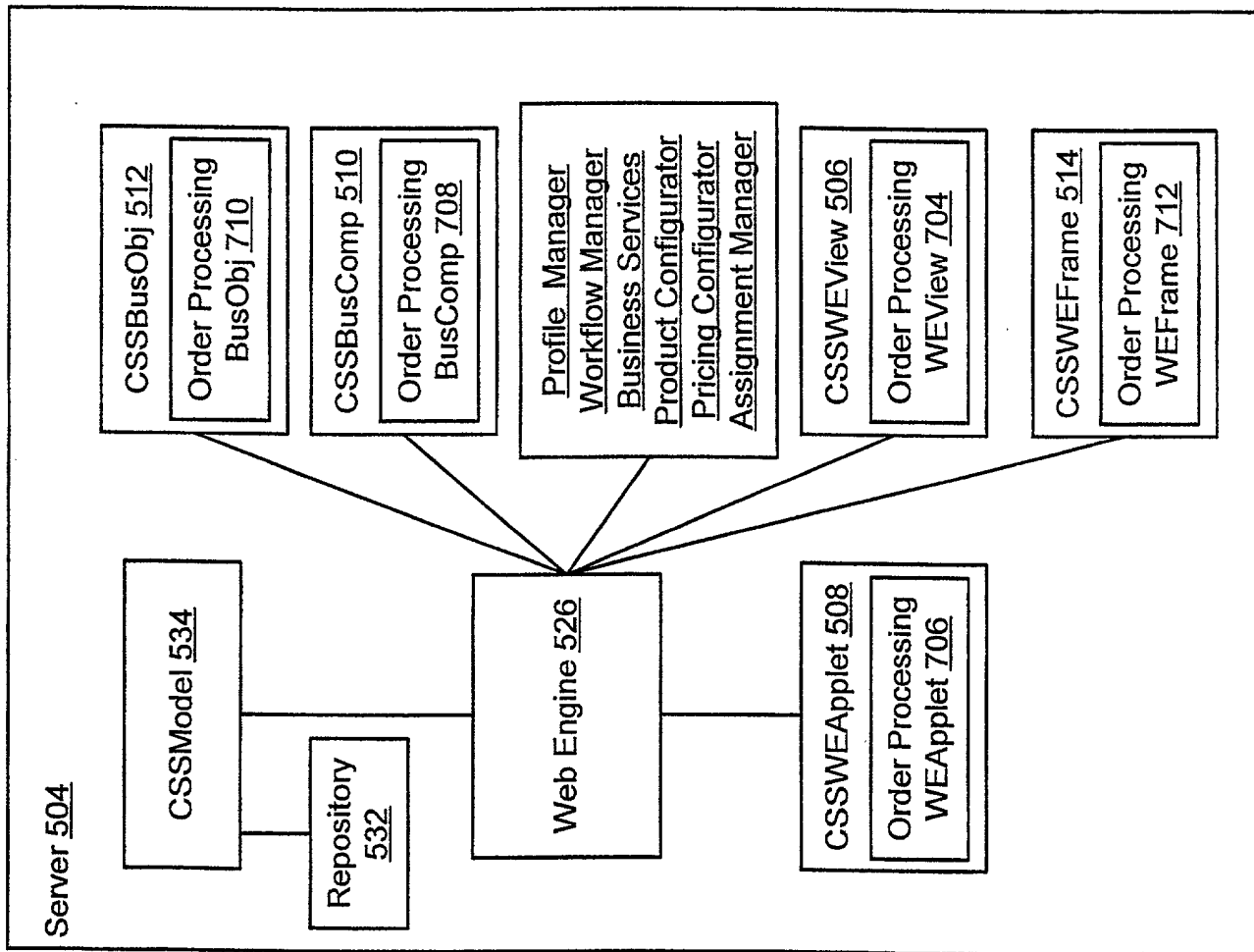


Fig. 7B

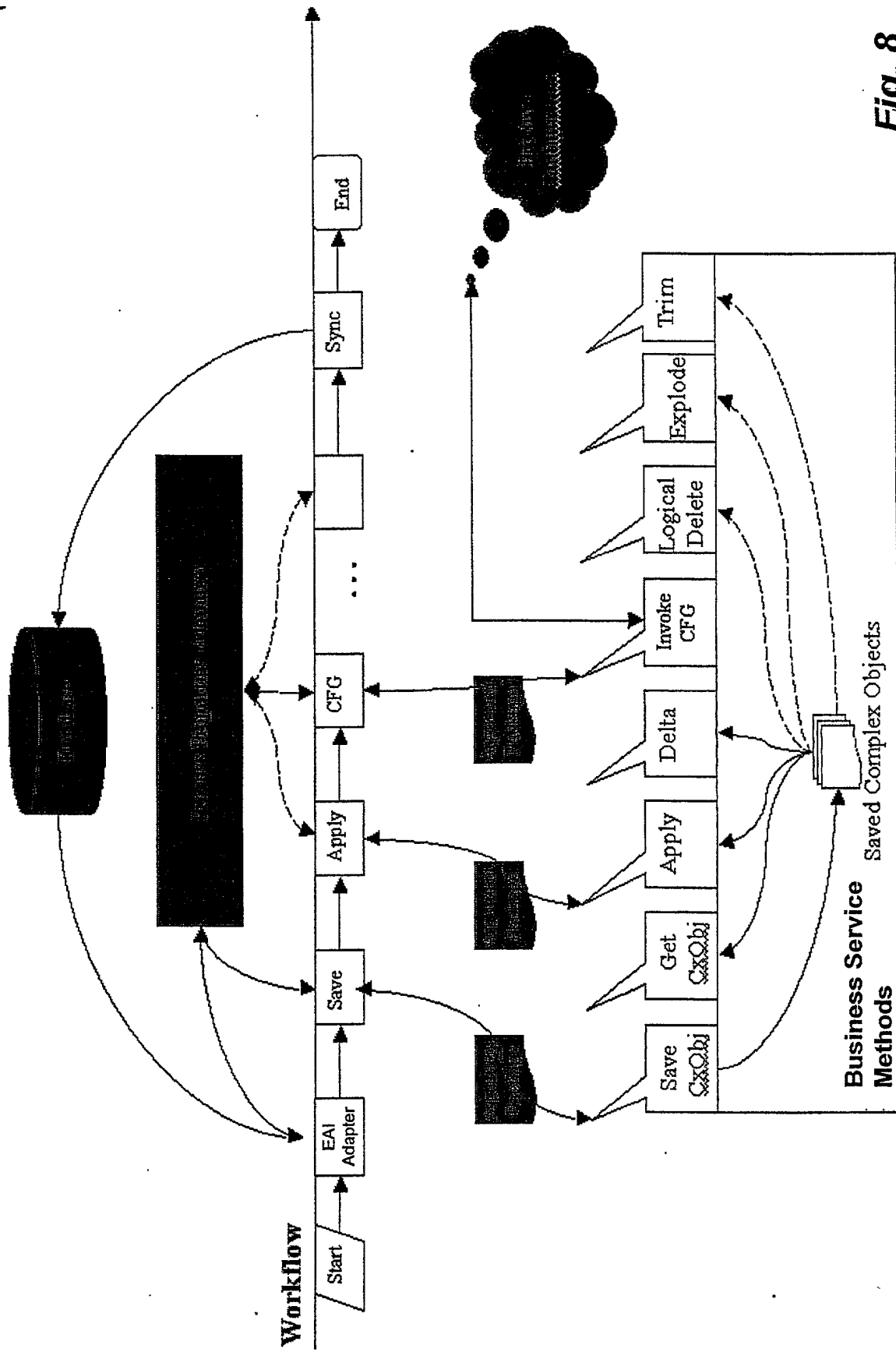


Fig. 8

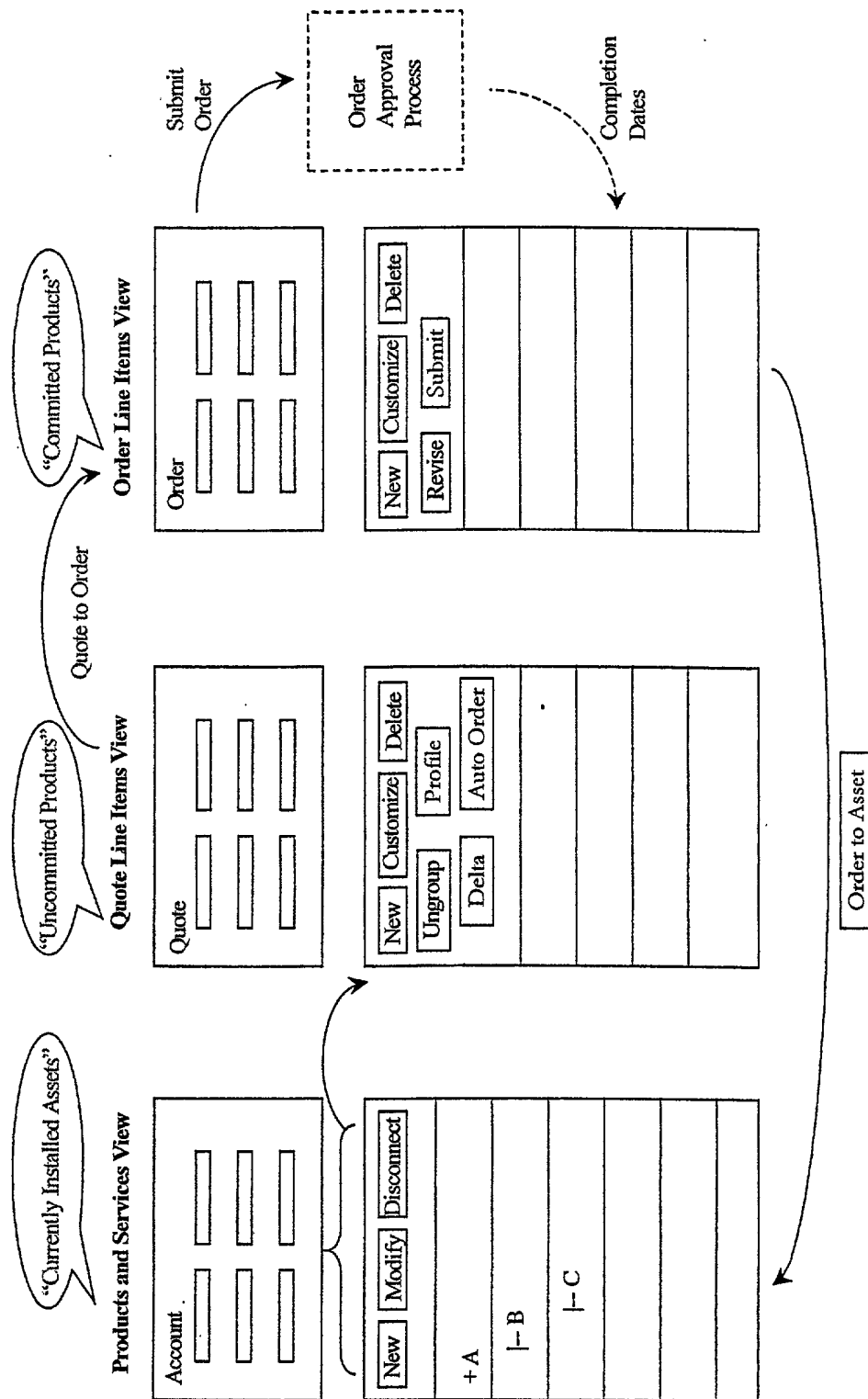





Fig. 9A

| Accounts | | | | | | | | | |
|--|-------------------|------------|-------------------|----------------|--------|-------------|--------------|----------|--|
|   1 - 7 of 7 | | | | | | | | | |
| Blaw | Name | Site | Parent | Main Phone # | Status | Type | Account Team | Account | |
| | ABC Americas East | Move | | (908) 456-8900 | Active | Distributor | SADMIN | Customer | |
| | ABC Mart # 18 | Montgomery | | (908) 325-6701 | Active | Retailer | SADMIN | Customer | |
|  | ABC Mart # 7 | Princeton | ABC Americas East | (908) 325-6702 | Active | Retailer | SADMIN | Customer | |
| | ABC Mart #21 | Pennington | | (908) 325-7801 | Active | Retailer | SADMIN | Customer | |
| | ABC Mart HQ | HQ | | (908) 456-8900 | Active | Distributor | SADMIN | Customer | |
| | Ace Corporation | | | (908) 456-8900 | Active | Distributor | SADMIN | Customer | |
| | Americas Accounts | | | (908) 456-8900 | Active | Distributor | SADMIN | Customer | |

| More Info | | Account Affiliations | | Account Catalogs | | Account D&B Reports | | Account Team | | Activities | | Address Plans | | Address Profile | | Address | |
|----------------|--|----------------------|--|------------------|--|---------------------|--|--------------|--|---------------|--|----------------|--|-----------------|--|---------|--|
| Name | | ABC Mfg Co | | Site | | Move | | Synonym | | Account Type | | Real | | | | | |
| Address Line 1 | | 1234 Main St | | Address Line 2 | | | | State | | Main Phone | | (908) 925-5700 | | | | | |
| City | | New York | | State | | NY | | Indus 103 | | Main Fax | | (908) 925-5706 | | | | | |
| Zip | | 10001 | | Country | | USA | | Account Team | | Account Class | | Customer | | | | | |

1992

Account

Account: A.K. Parker > Account:

Product Admin

Workflow Admin

Application Admin

Work Orders

Trouble Tickets

Service Requests

Agreements

Contacts

Account Type

Clinic

Main Phone #

Main Fax #

Account Name

A.K. Parker

Address Line 1

1000 Industrial Way

City

State

Zip

94504

Account Status

Active

Account Email

ACCOUNT@A.K.PARKER.COM

Products & Services (Service)

1 - 5 of 3

| Product Name | Service ID | Agreement Name | Service Description |
|-----------------------|--------------|-----------------------|-----------------------|
| Local Services Bundle | 415-987-6786 | A.K. Parker Agreement | Local Services Bundle |
| DSL Service | 415-987-7384 | A.K. Parker Agreement | DSL Service |
| Wireless Service | 415-987-7384 | A.K. Parker Agreement | Wireless Service |

Products & Services (Billing)

1 - 3 of 3

| Product Name | Service ID | Agreement Name | Service Description |
|-----------------------|--------------|-----------------------|-----------------------|
| Local Services Bundle | 415-987-6786 | A.K. Parker Agreement | Local Services Bundle |
| DSL Service | 415-987-7384 | A.K. Parker Agreement | DSL Service |
| Wireless Service | 415-987-7384 | A.K. Parker Agreement | Wireless Service |

Quotes

1 - 1 of 1

| Status | Quote Number | Name |
|--------------|--------------|------------|
| Order Placed | 12-3728 | 5DSL Lines |

930

920

Orders

1 - 1 of 1

| Status | Order Date | Order # | Type | Opportunity |
|---------|------------|---------|------|-------------|
| Pending | 07/12/2001 | 12-3829 | | |

922

Additional Account Info

926

Trouble Tickets

1 - 2 of 2

| Status | Ticket ID | Abstract |
|--------|-----------|--------------------------------|
| Open | 31-136304 | Busy signals when calling long |
| | | Lots of wrong numbers |

924

Recommended Products

928

Fig. 9C

Quote

932

Quote **New** **Save** **Print** **Browser/Calendar** **Revise** **Cancel** **1 of 74**

Quote #: 1-10MLH **Site:** HQ

Revision: 1 ***Sales Rep:** ADMIN

***Name:** 1-10MLH **Effective:** 8/3/2001

Active: ☒ **Through:** 9/2/2001

Comments: ***Created:** 8/3/2001

Account: Marriott International **Due:**

Last Name: Dalton ***Currency:** USD

First Name: Mike **Service Account:** Marriott International

Price List: Application List Prices - eBusiness **Billing Account:** Marriott International

Discount: **Organization:** Default Organization

Agreement Name: **Agreement:**

934

More Info **Agreements** **Attachments** **Bill To/Ship To** **Line Items** **Line Item (SAP)** **Orders** **Terms & Totals** **Charts**

(New) **(Save)** **(Reprint)** **(Refresh All)** **(Refresh)** **(Print)** **(Update)** **(Delete)**

| Sequence | Qty | Item | Start Price | Net Price | Extended Price | UoM | Service ID | Service Point ID | Action |
|----------|-----|-----------------------|-------------|-----------|----------------|------|------------|------------------|--------|
| 1 | 10 | California Wireless 6 | 150.00 | 150.00 | 1500.00 | Each | | 12-48HDJ39 | Add |

Fig. 9D-1

| More Info | | Attachments | | Bill To/Ship To | | Line Items | | Line Item (SAP) | | Orders | | Terms & Totals | | Charts | |
|-----------|-----|-------------------|-------------|-----------------|----------------|------------|------------|------------------|--------|---------|--|----------------|--|---------|--|
| Save | | Reprice | | Data/Order | | Customize | | Repurchase | | Profile | | Summary | | Summary | |
| Sequence | Qty | Item | Start Price | Net Price | Extended Price | UoM | Service ID | Service Point ID | Action | | | | | | |
| 1 | 1 | Call Waiting | 3.00 | 3.00 | 30.00 | Per Month | 273498201 | | Update | | | | | | |
| 2 | 1 | Nokia 8009 | 160.00 | 160.00 | 160.00 | Each | | | Add | | | | | | |
| 3 | 1 | Hands Free Access | 25.00 | 0.00 | 0.00 | Each | | | Delete | | | | | | |

Line Detail Attributes

| Totals | | Line Detail | | Attributes | |
|-------------------------|--------|-------------------------|--------|---|--|
| Item Total MRC | 150.00 | Item Total MRC | 150.00 | Comments: Description of pricing, discounts and adjustments for both MRC and NRC. | |
| Total Item Discount MRC | 100.00 | Total Item Discount MRC | 100.00 | | |
| Net Total MRC | 50.00 | Net Total MRC | 50.00 | | |
| Adjustment MRC | 0 | Adjustment MRC | 0 | | |

Fig. 9D-2

| More Info | | Agreements | | Attachments | | Bill To/Ship To | | Line Items | | Line Item (SAP) | | Orders | | Terms & Totals | | Charts | |
|-----------|-----|---------------------|-------------|-------------|----------------|-----------------|------------|------------------|--------|-----------------|--|----------|--|----------------|--|---------|--|
| New | | Save | | Reprice | | Reprice All | | Data Quote | | Customize | | Renumber | | Profile | | Ungroup | |
| Sequence | Qty | Item | Start Price | Net Price | Extended Price | UoM | Service ID | Service Point ID | Action | | | | | | | | |
| 1 | 10 | California Wireless | 150.00 | 150.00 | 1500.00 | Each | | 12-48HDJ39 | | | | | | | | | |
| 2 | 1 | Call Waiting | 3.00 | 3.00 | 30.00 | Per Month | 273498201 | | Update | | | | | | | | |
| 3 | 1 | Nokia 8009 | 160.00 | 160.00 | 160.00 | Each | | | Add | | | | | | | | |
| 4 | 1 | Hands Free Access | 25.00 | 0.00 | 0.00 | Each | | | Delete | | | | | | | | |

Totals **Line Item Detail** **Attributes**

| | | | | | | | |
|--------------------------|-------------------------------------|--------------------------|---------------------|--------------------------|--------------------------|--------------------|--|
| Product: | California Wireless 8009 | Service Account: | AK Parker (Service) | Start Price: | 89.99 | UoM: | |
| Service ID: | | Billing Account: | AK Parker (Billing) | Disc %: | 10 | Comment: | |
| Service Point ID: | | Agreement Name: | Test Agreement | Disc Amount: | | Pricing Co: | |
| Action: | Add | *Qty: | 10 | Disc Price: | | Product 1: | |
| Package: | | Write-In Product: | | Keep Discount: | <input type="checkbox"/> | Part #: | |
| Service: | <input checked="" type="checkbox"/> | Attributes: | | Current Discount: | | Upsell: | |
| Service/Asset #: | | Covered Product: | | Next Discount: | | | |
| | | | | Net Disc %: | 10 | | |

Fig. 9D-3

| More Info | | Agreements | Attachments | Bill To/Ship To | Line Item (SAP) | Orders | Terms & Totals | Charts | | | | |
|-----------|-----|-------------------|-------------|-----------------|-----------------|-----------|----------------|------------------|--------|-----------------------|-----------------------|----------------|
| | | Agreements | Attachments | Bill To/Ship To | Line Item (SAP) | Orders | Terms & Totals | Charts | | | | |
| Sequence | Qty | Item | Start Price | Net Price | Extended Price | Unit | Service ID | Service Point ID | Action | Service Account | Billing Account | Agreement Name |
| 2 | 1 | Call Waiting | 3.00 | 3.00 | 30.00 | Per Month | 273498201 | | Update | A.K. Parker (Service) | A.K. Parker (Billing) | Test Agreement |
| 3 | 1 | Nokia 8009 | 160.00 | 160.00 | 160.00 | Each | | | Add | A.K. Parker (Service) | A.K. Parker (Billing) | Test Agreement |
| 4 | 1 | Hands Free Access | 25.00 | 0.00 | 0.00 | Each | | | Delete | A.K. Parker (Service) | A.K. Parker (Billing) | Test Agreement |

| Totals | | Line Item Detail | | Summary | |
|----------------|-----------|------------------|---|---------|--|
| Attribute Name | Data Type | Value | Description | Action | |
| No. of Rings | Number | 6 | Number of rings before call is answered | Update | |
| Forwarding No. | Text | (650) 278-3632 | Number to forward call to | - | |

Fig. 9D-4

New Products and Services

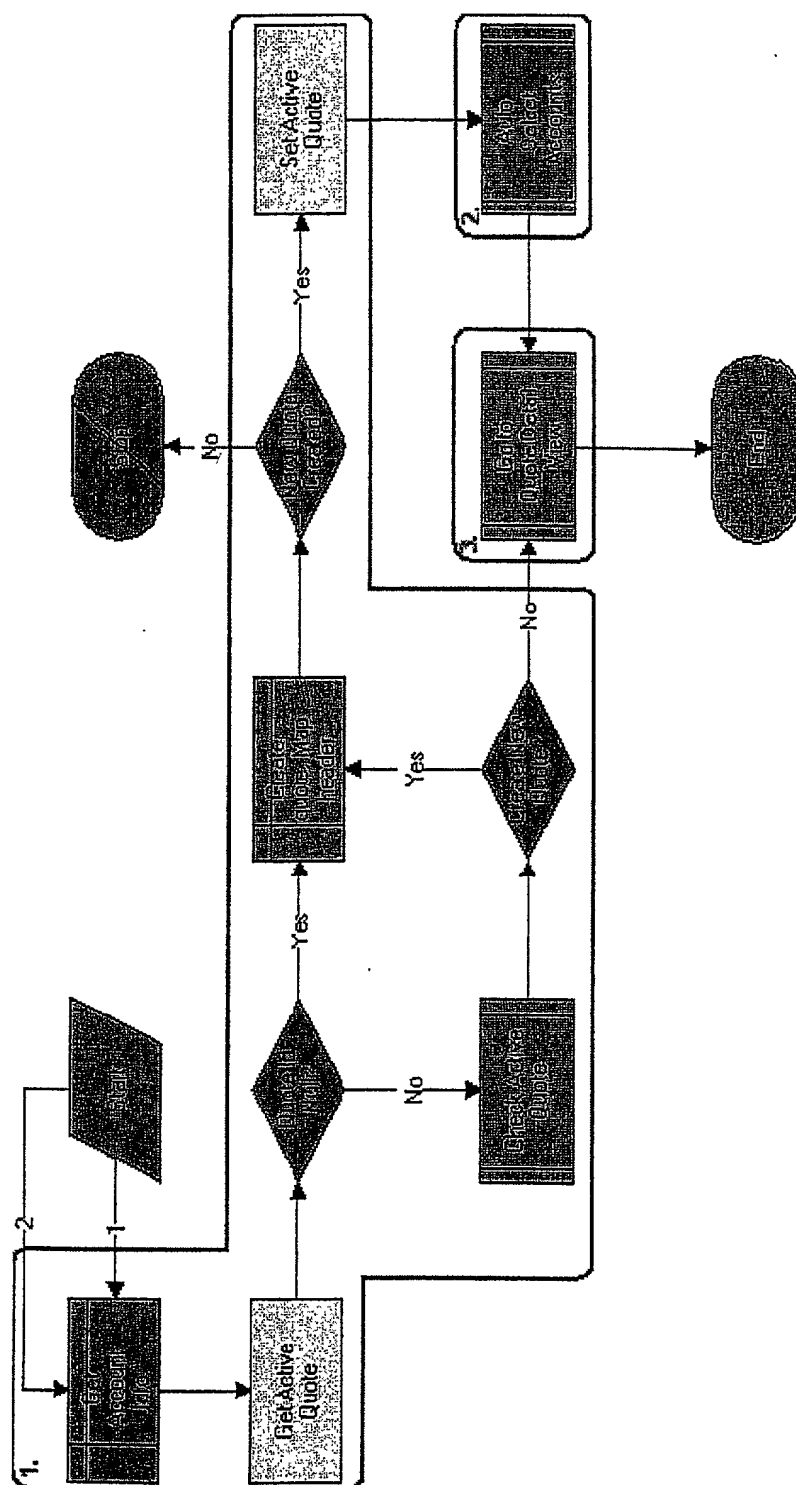


Fig. 10A

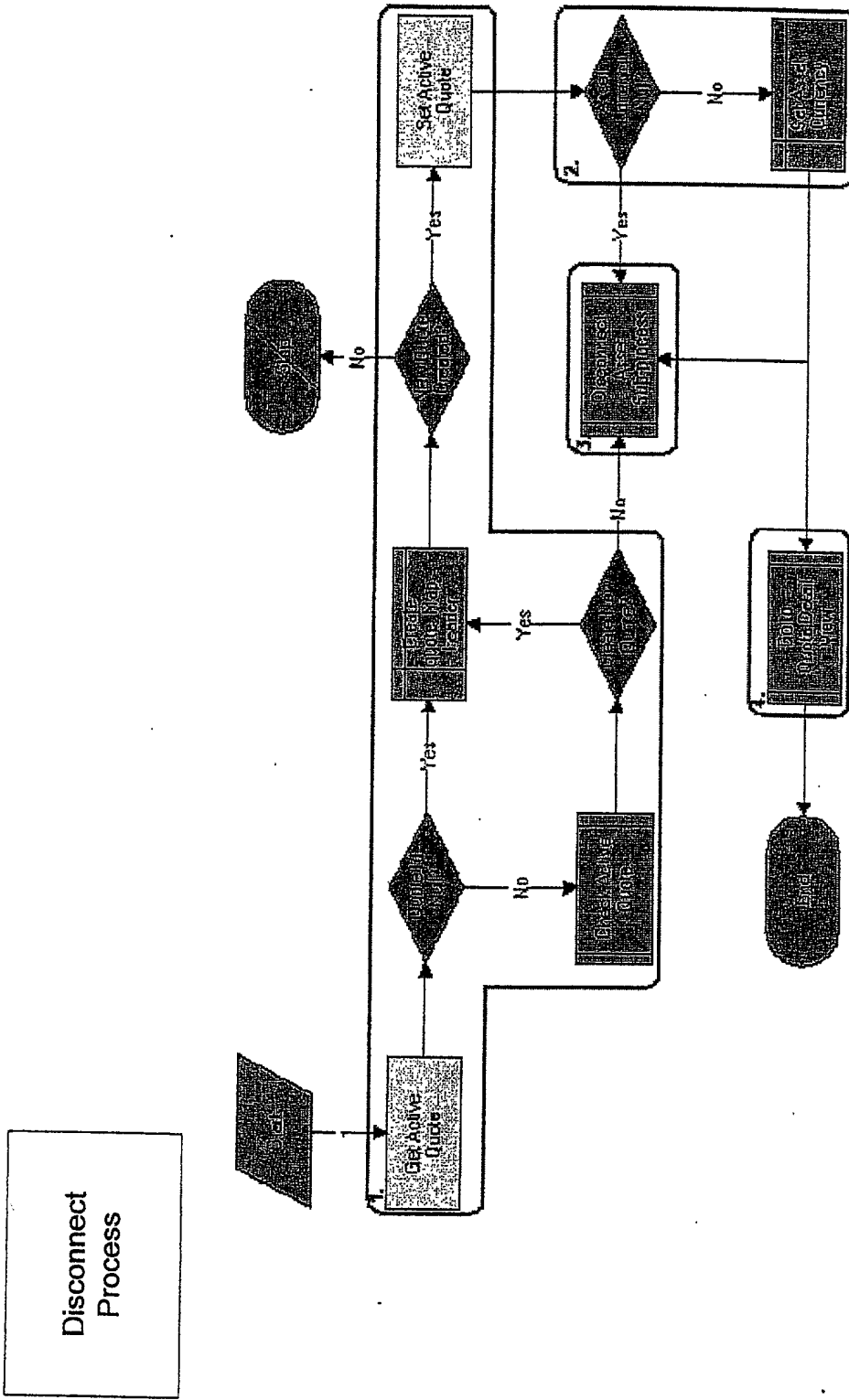


Fig. 10C-1

Disconnect Asset
Sub-Process

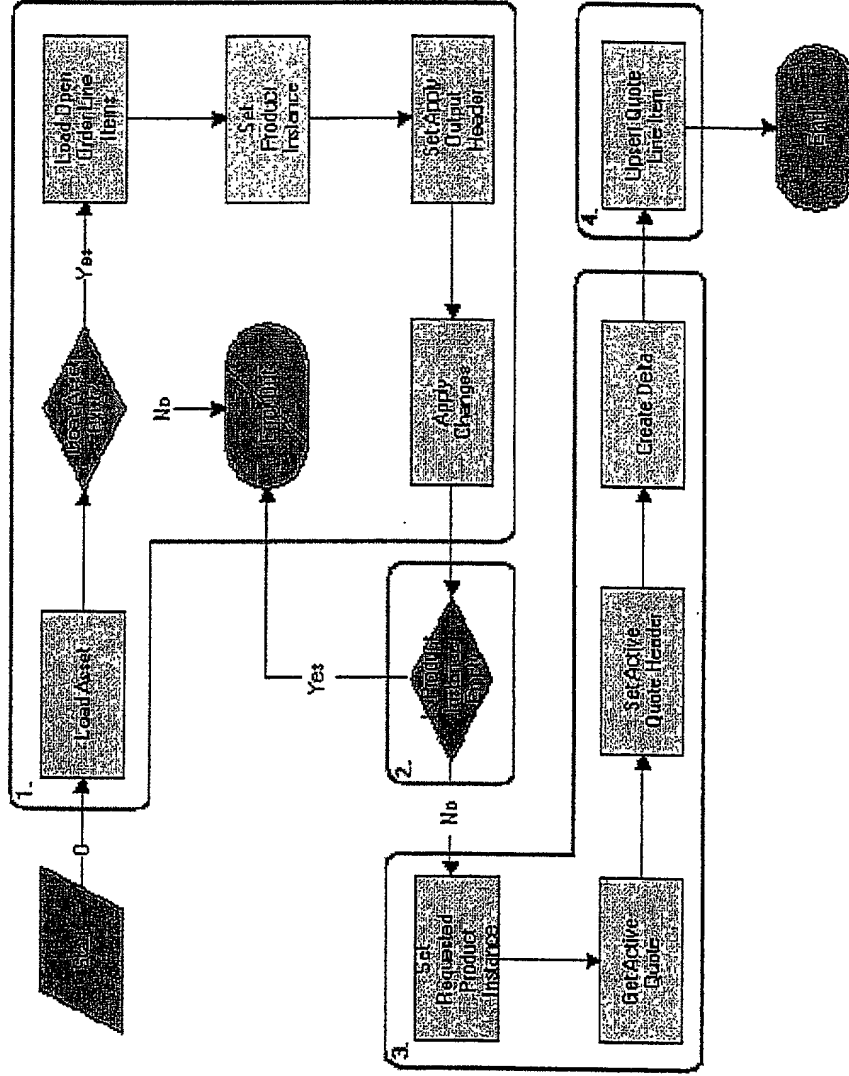


Fig. 10C-2

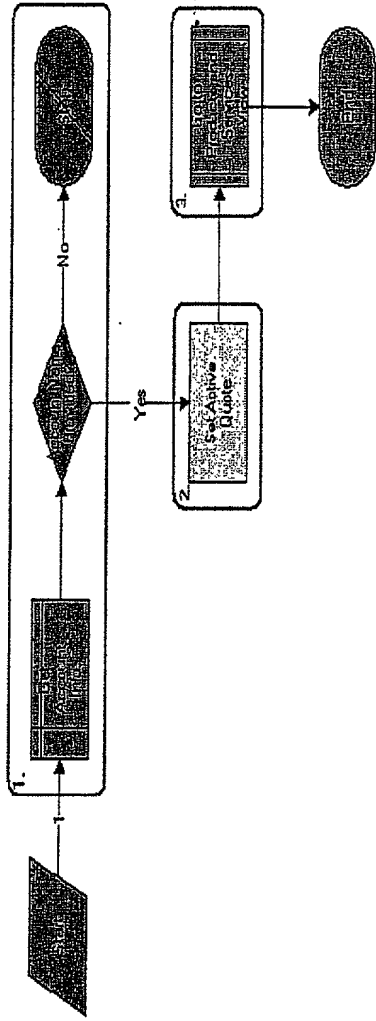
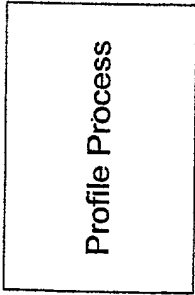


Fig. 10D

Edit Quote Line Item Process

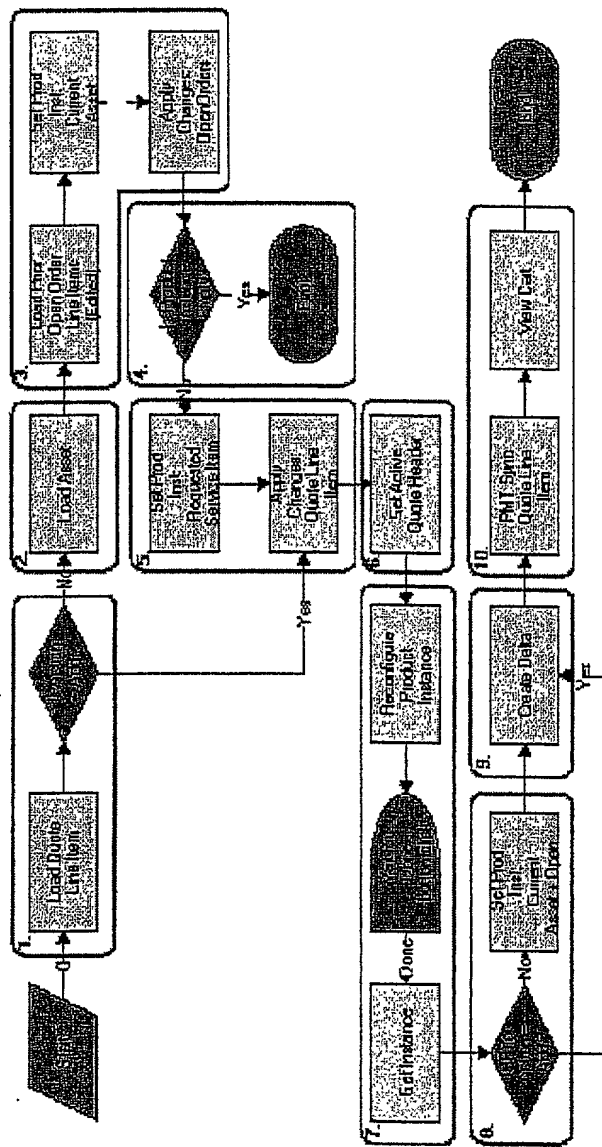


Fig. 10E

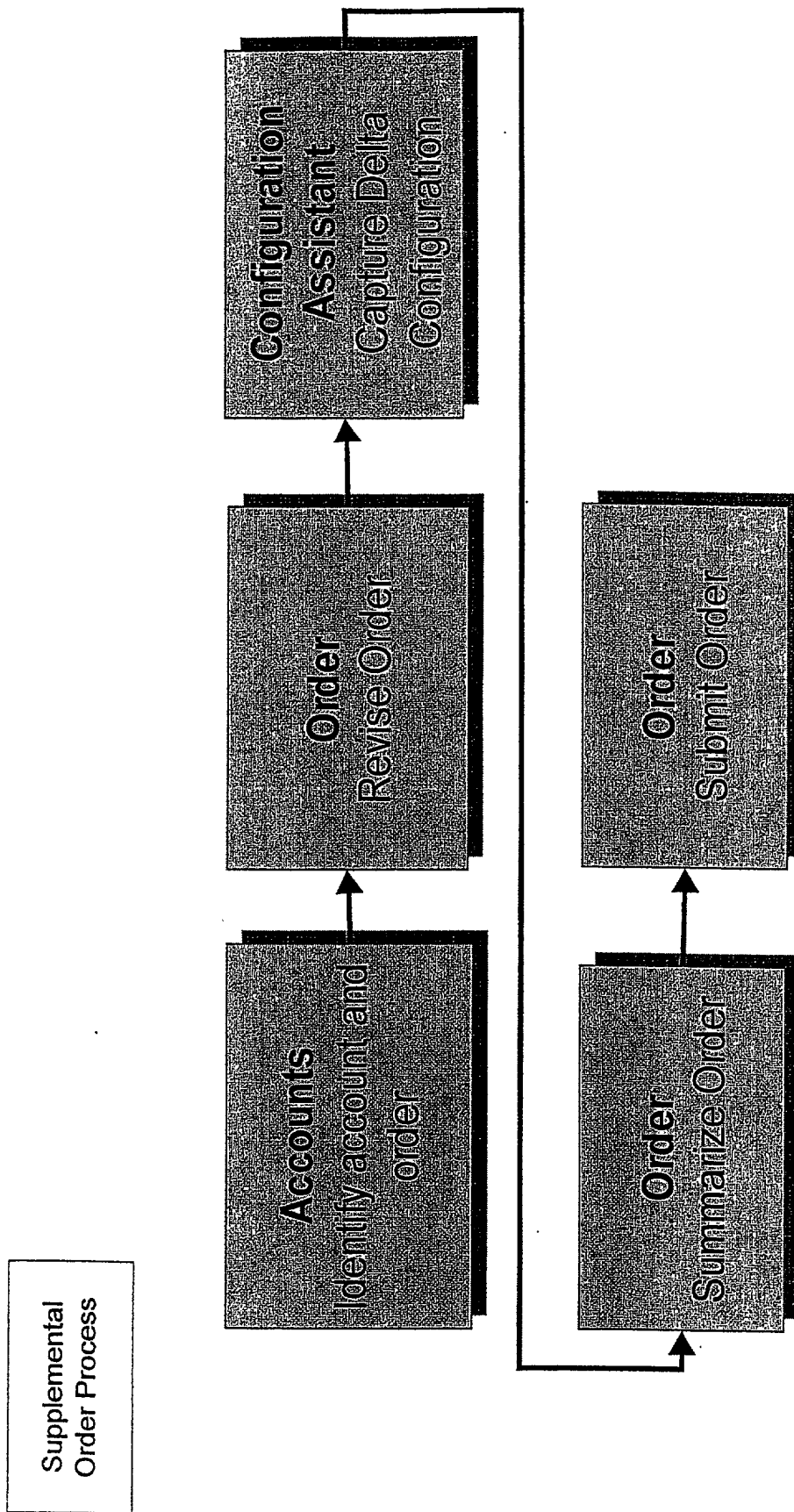


Fig. 10F

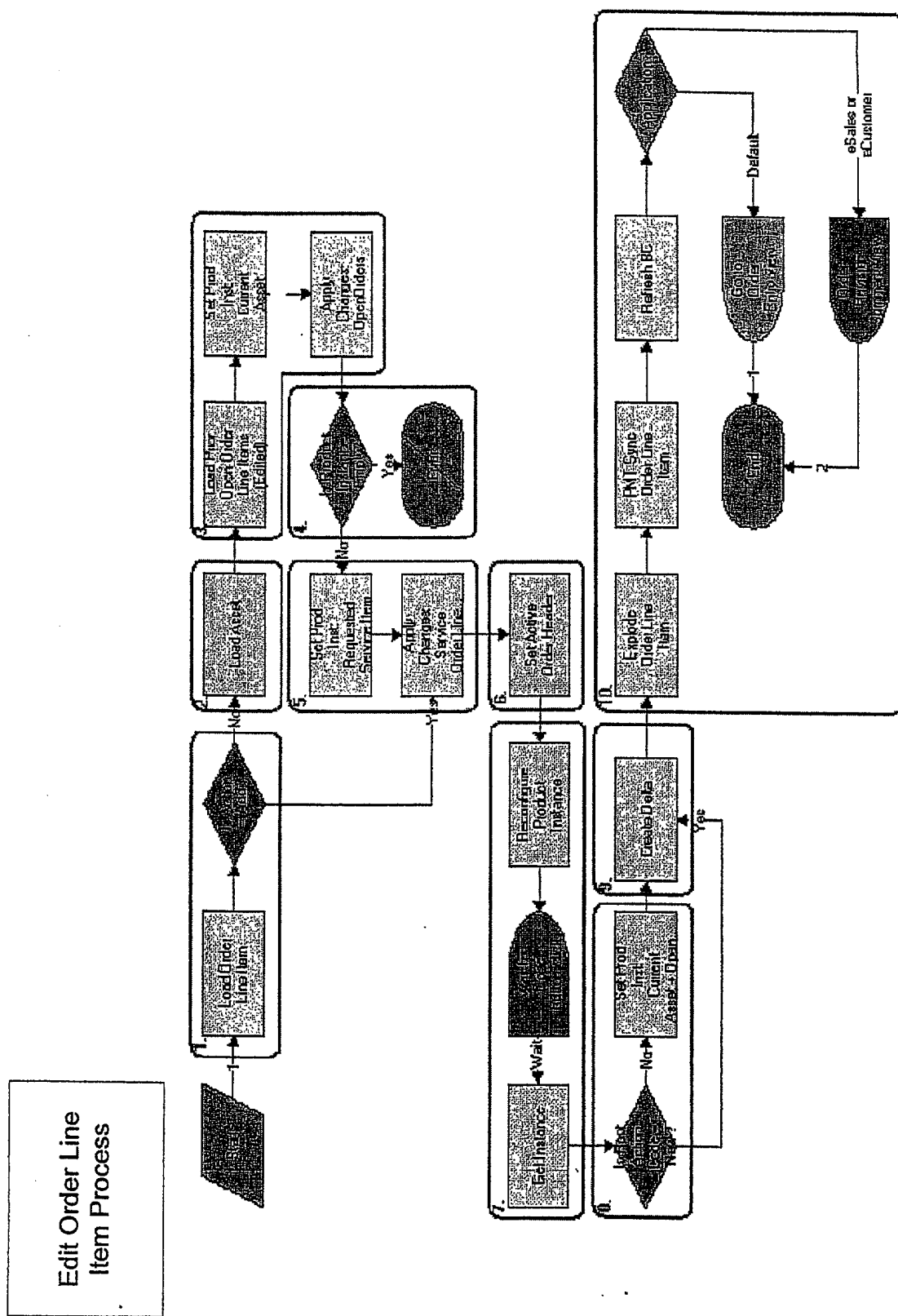


Fig. 10G

Quote to Order
Process

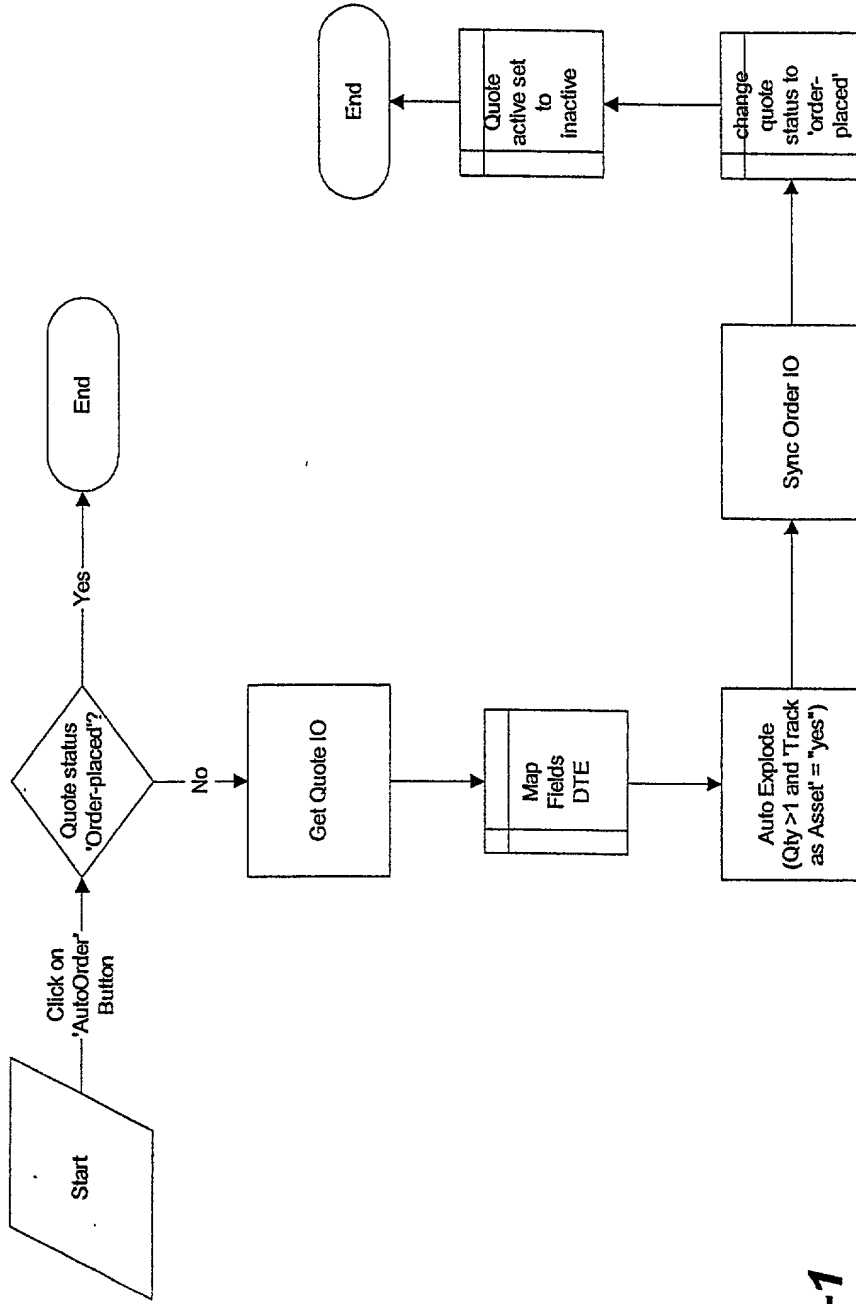


Fig. 10H-1

Quote:

| | |
|---------------------|--|
| Sales Order | |
| Service Order | |
| Customers Displayed | |
| Advanced Search | |
| Change Records | |
| Merge Records | |
| Import... | |
| Export... | |
| Select All | |
| Invent Selection | |
| View Record | |
| Edit Record | |
| Batch Record | |
| Copy Record | |
| Update Record | |
| Delete Record | |
| View Query | |
| Run Query | |
| Refresh Query | |
| First Records | |
| Last Records | |

| | |
|--|-------------------------------------|
| Quote | |
| NEW SAVE VIEW BROWSE SEARCH PRINT (F5) (F6) (F7) (F8) (F9) (F10) (F11) (F12) | |
| Customer | 1-10MLH |
| Revision | 1 |
| Name | 1-10MLH |
| Active | <input checked="" type="checkbox"/> |
| Opportunity | |
| Status | |
| Order Placed | |
| Price List | Application List Prices - eBusiness |
| Discount | |
| Account | Marriott International |
| Last Name | Dalton |
| First Name | Mike |
| Currency | USD |

| | | | | | | | | | | | |
|--|---------|-------------|----------------------|-----------------|-------------|-----------|------|----------------|------------------------|------------|--------|
| Agreements | | Attachments | | Bill To Ship To | | Shipments | | Product Search | | Line Items | |
| NEW SAVE AUTO ORDER (F5) (F6) (F7) (F8) (F9) (F10) (F11) (F12) | | | | | | | | | | | |
| Order # | 9162001 | Order Date | 9/16/2001 2:39:26 PM | Type | Sales Order | Status | Open | Account | Marriott International | Promo | Medium |

FIG. 10H-2

Update
Opportunity
Process

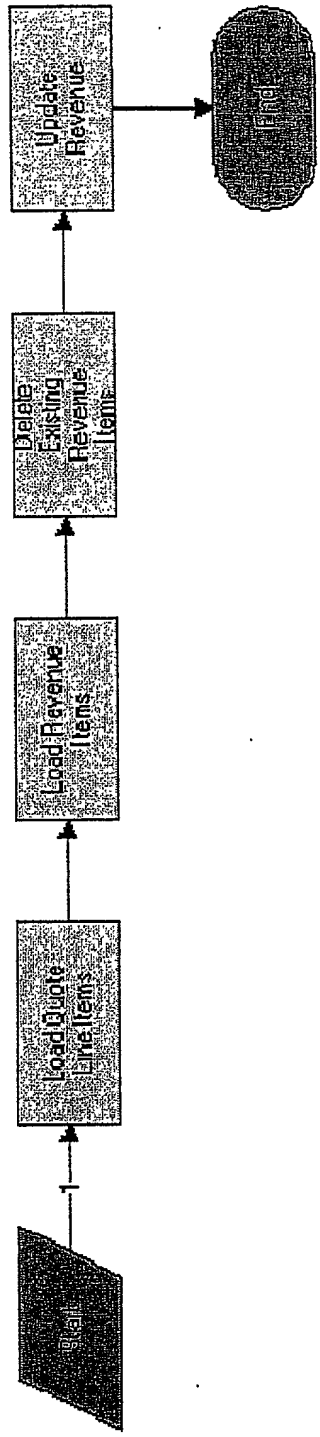


FIG. 101

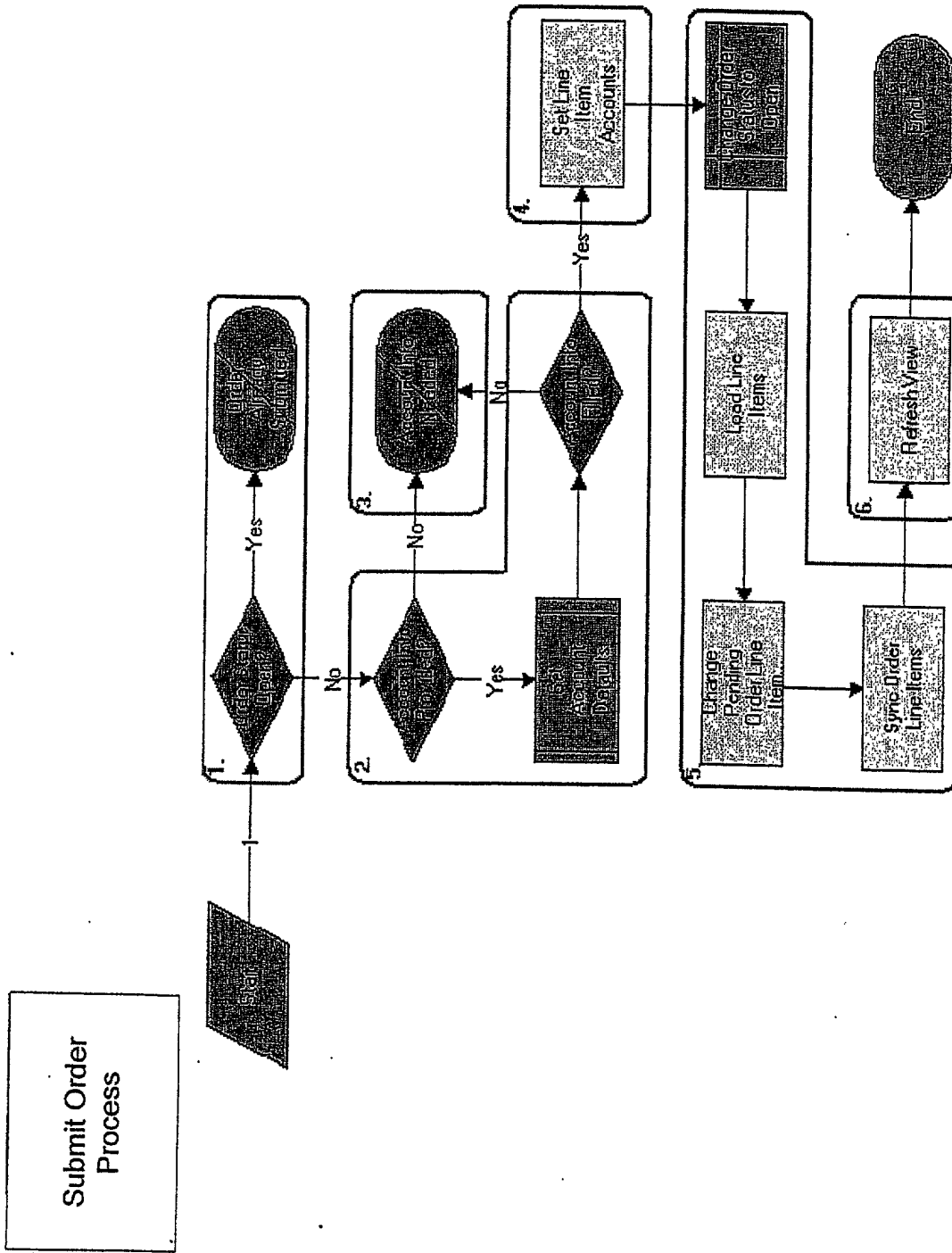


Fig. 10J

Ungroup Process

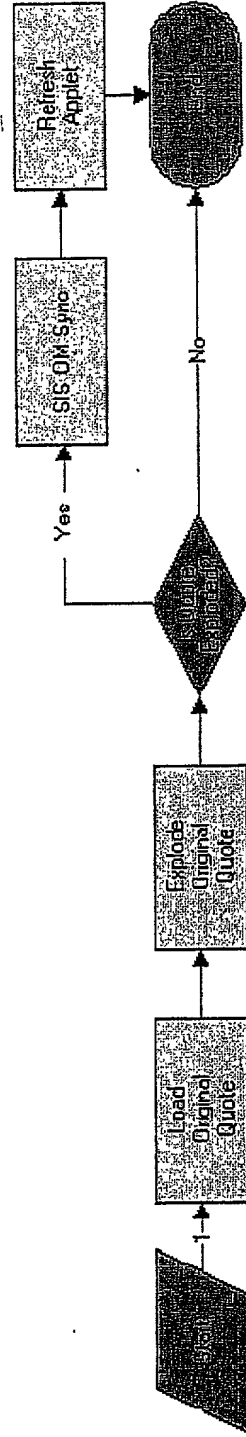


Fig. 10K

APPLY Completed Service Order Line Item Process

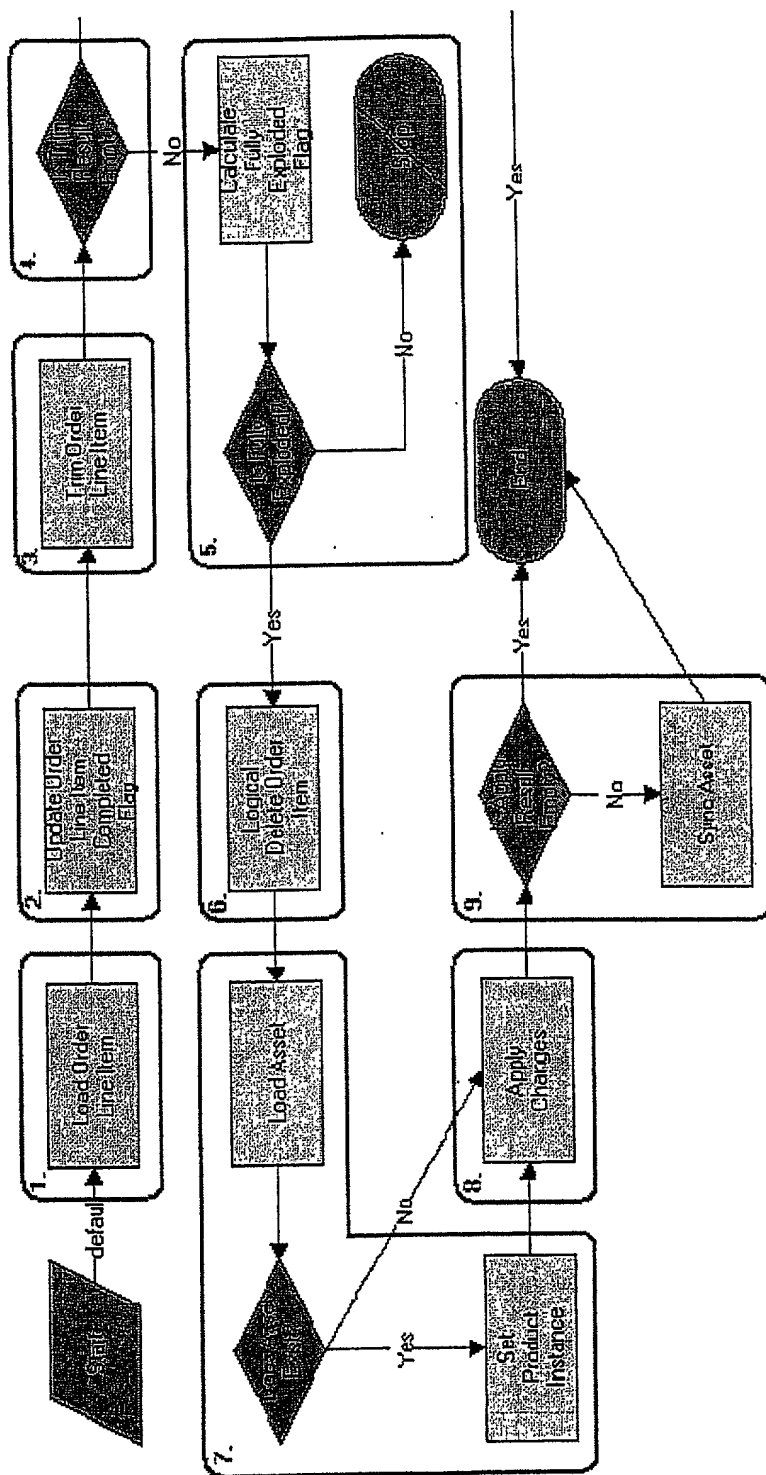


Fig. 10L

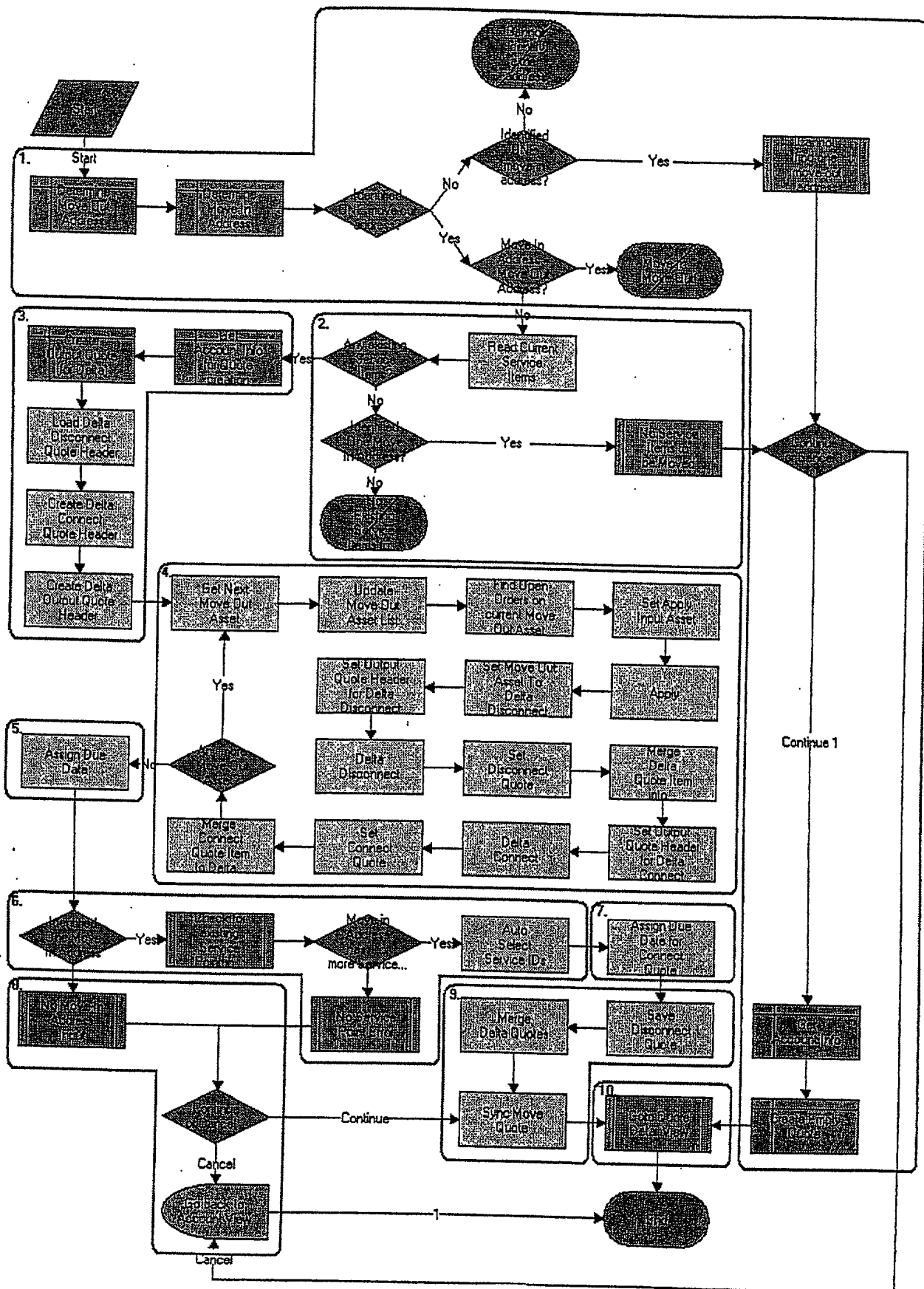


Fig. 10M

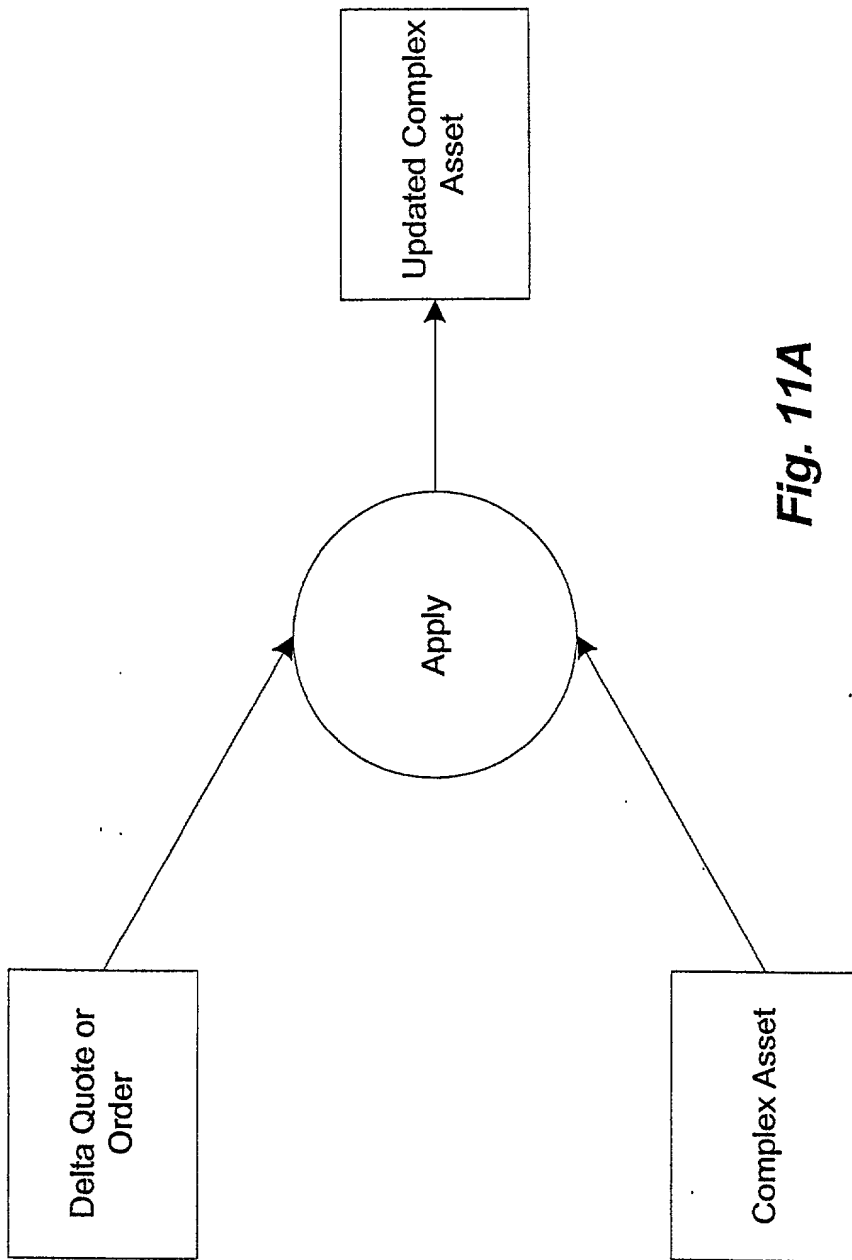


Fig. 11A

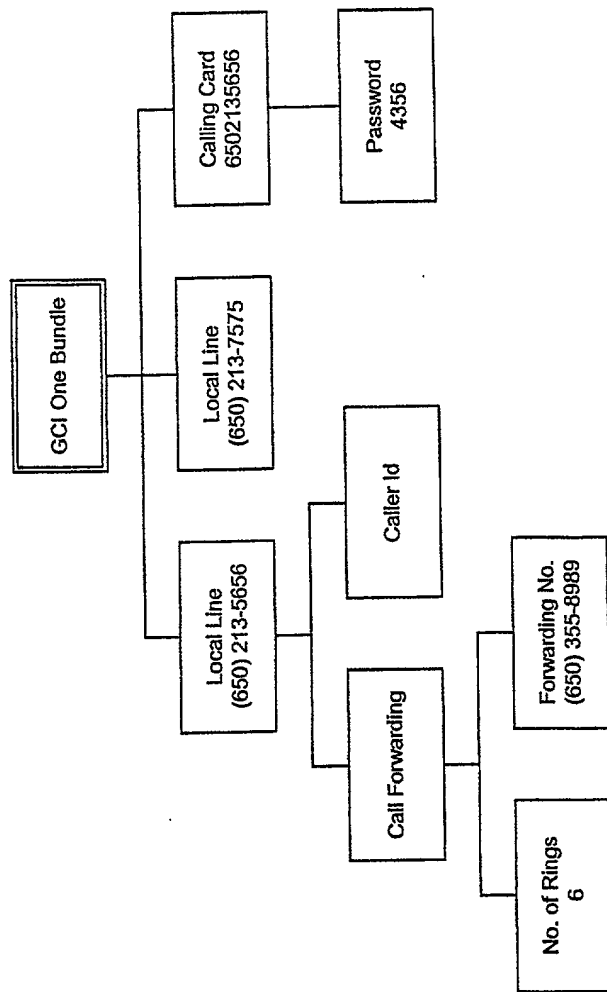


Fig. 11B-1

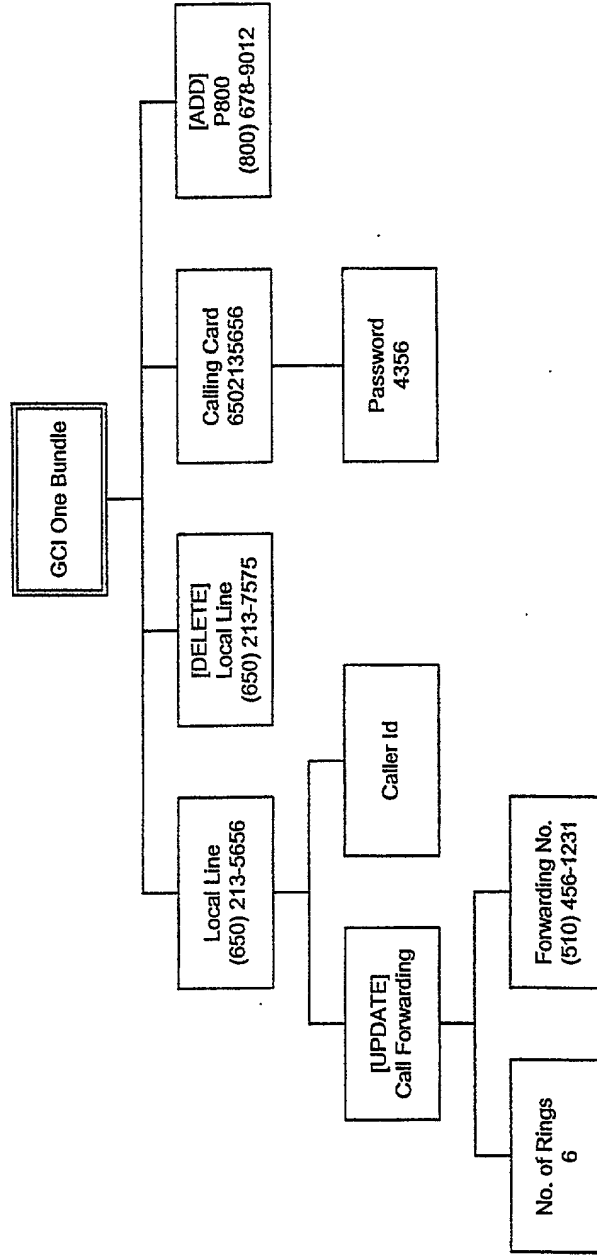


Fig. 11B-2

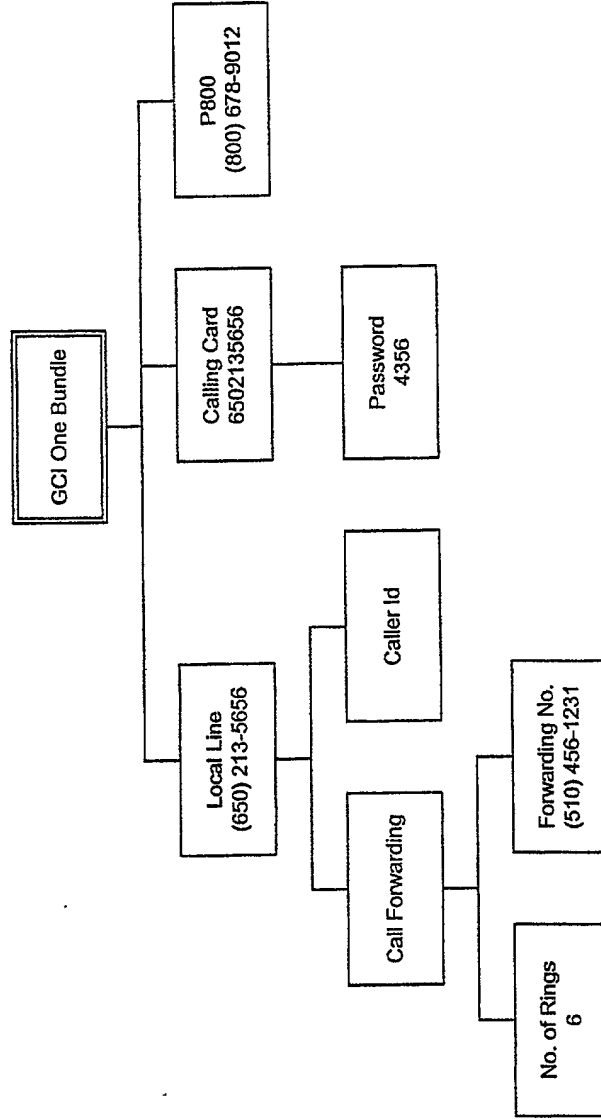


Fig. 11B-3

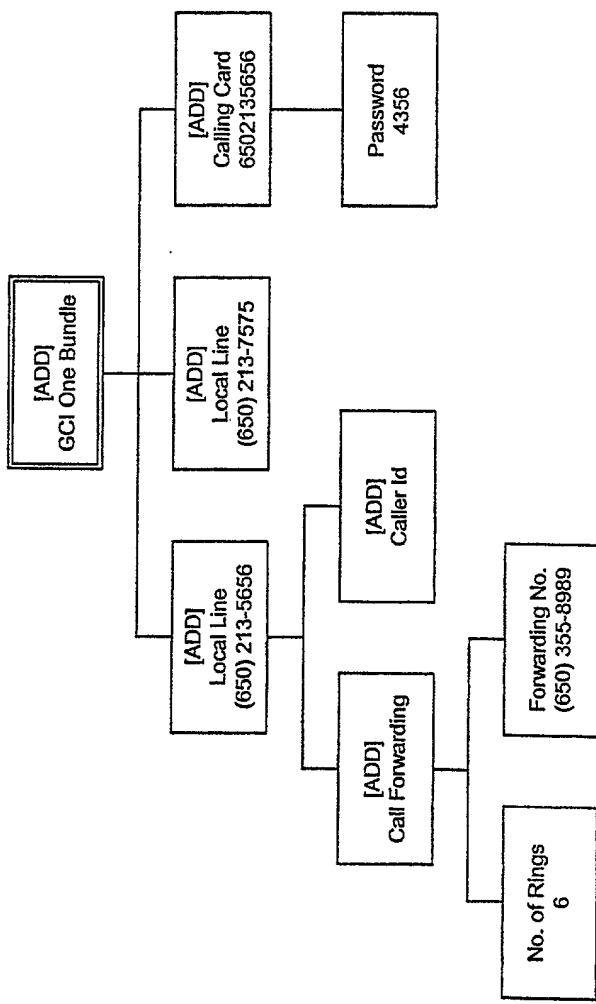


Fig. 11C-1

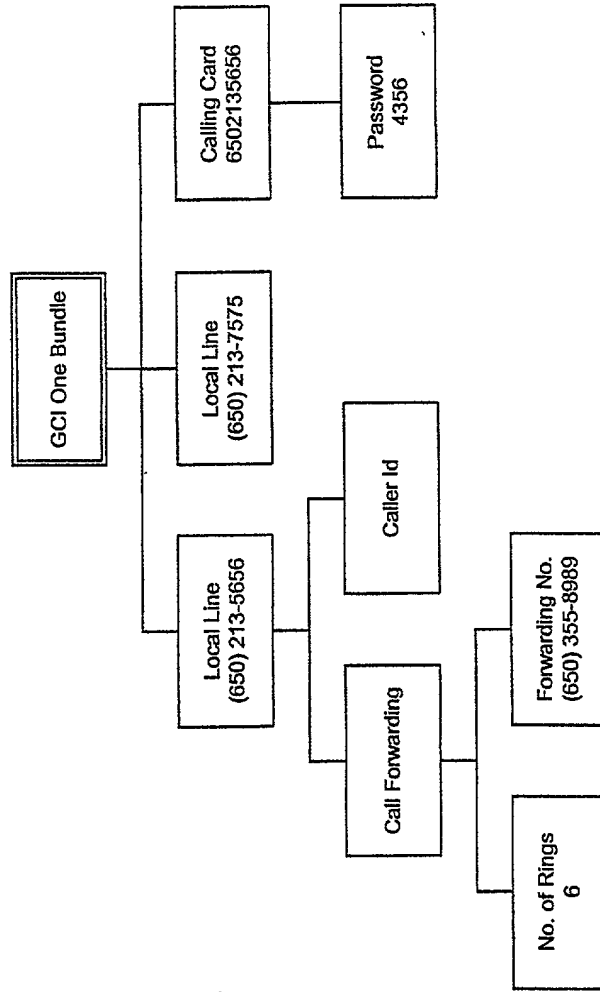


Fig. 11C-2

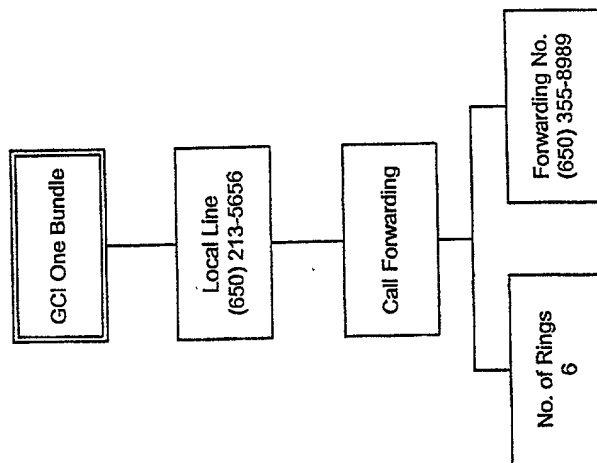


Fig. 11D-1

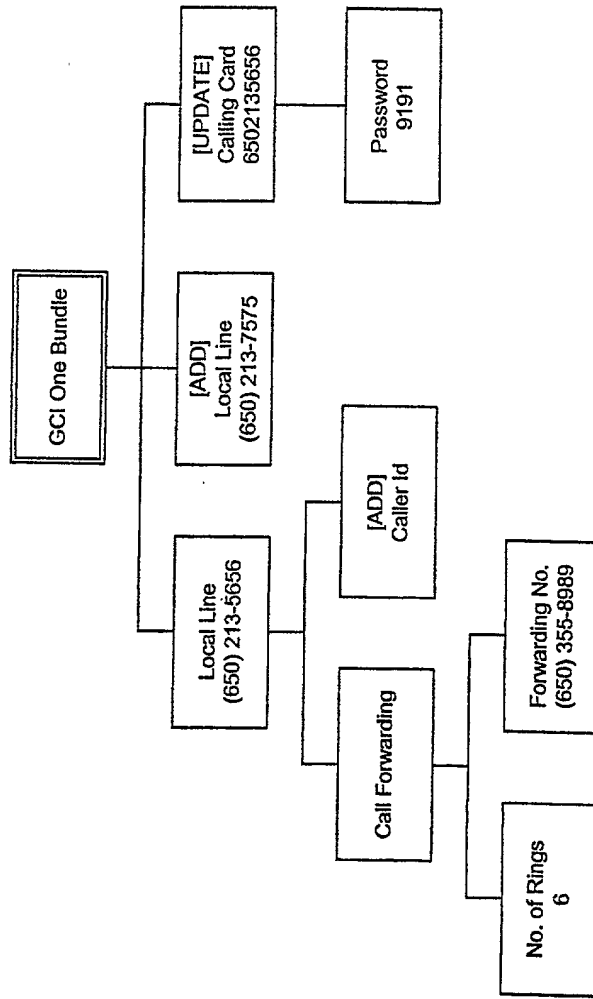


Fig. 11D-2

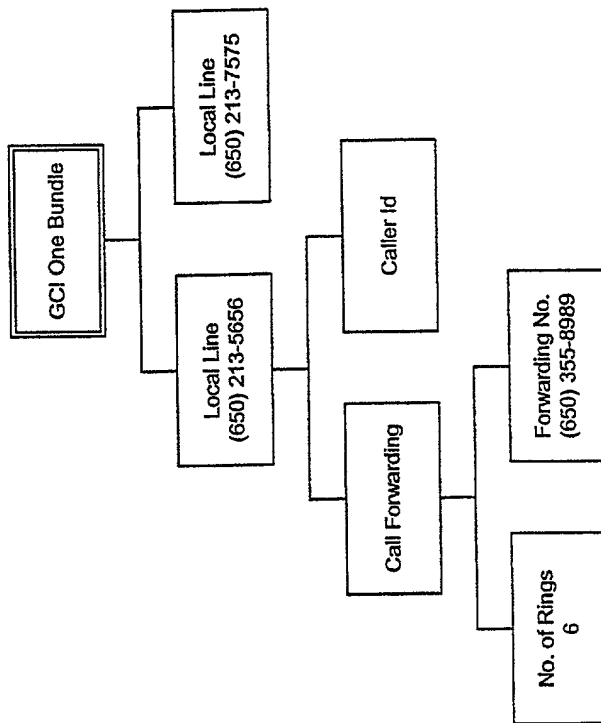


Fig. 11D-3

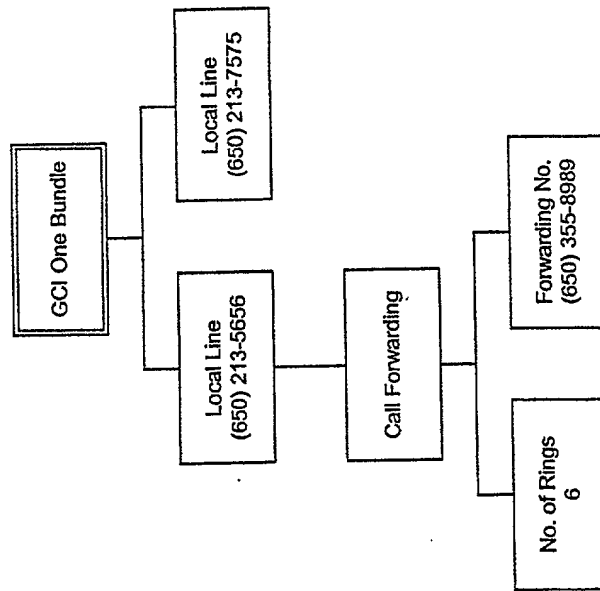


Fig. 11E-1

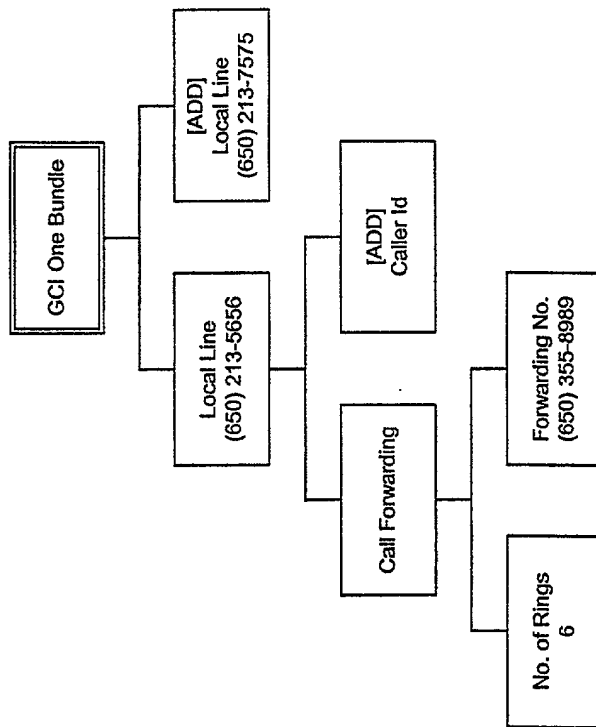


Fig. 11E-2

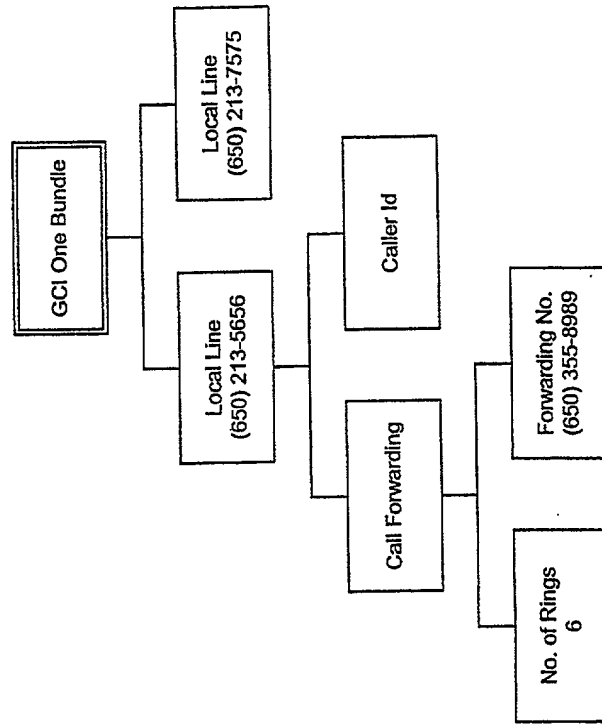


Fig. 11E-3

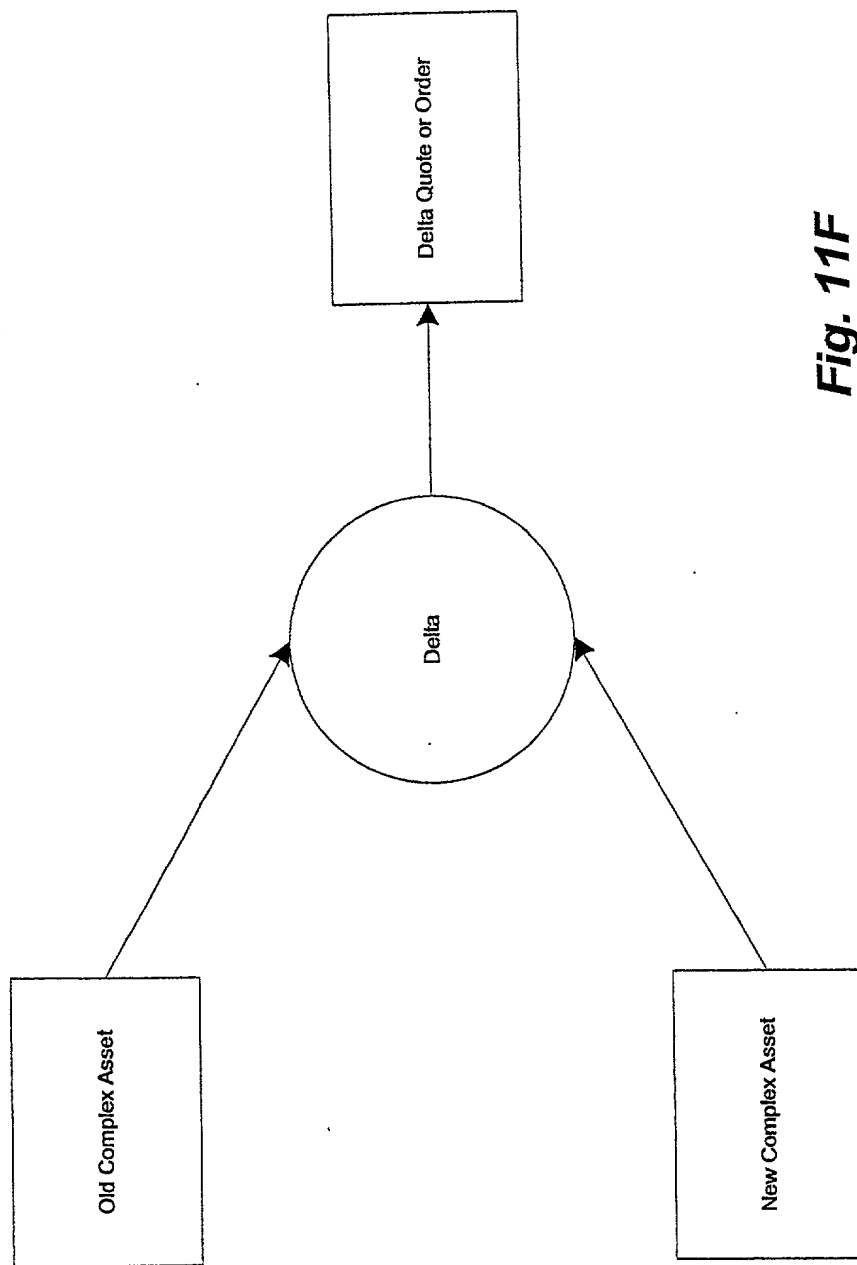


Fig. 11F

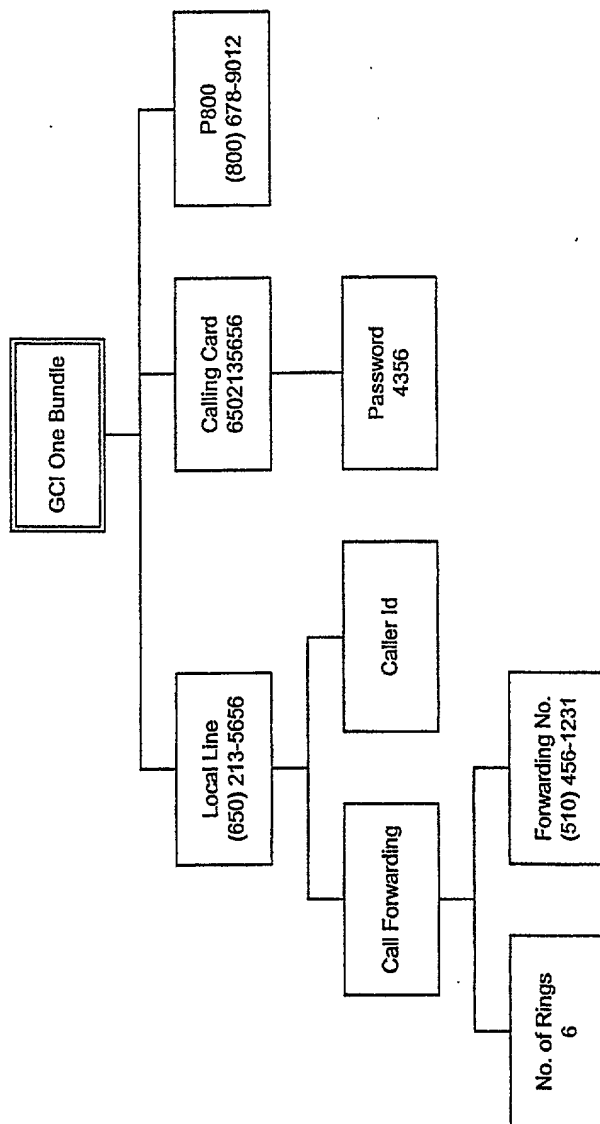


Fig. 11G-2

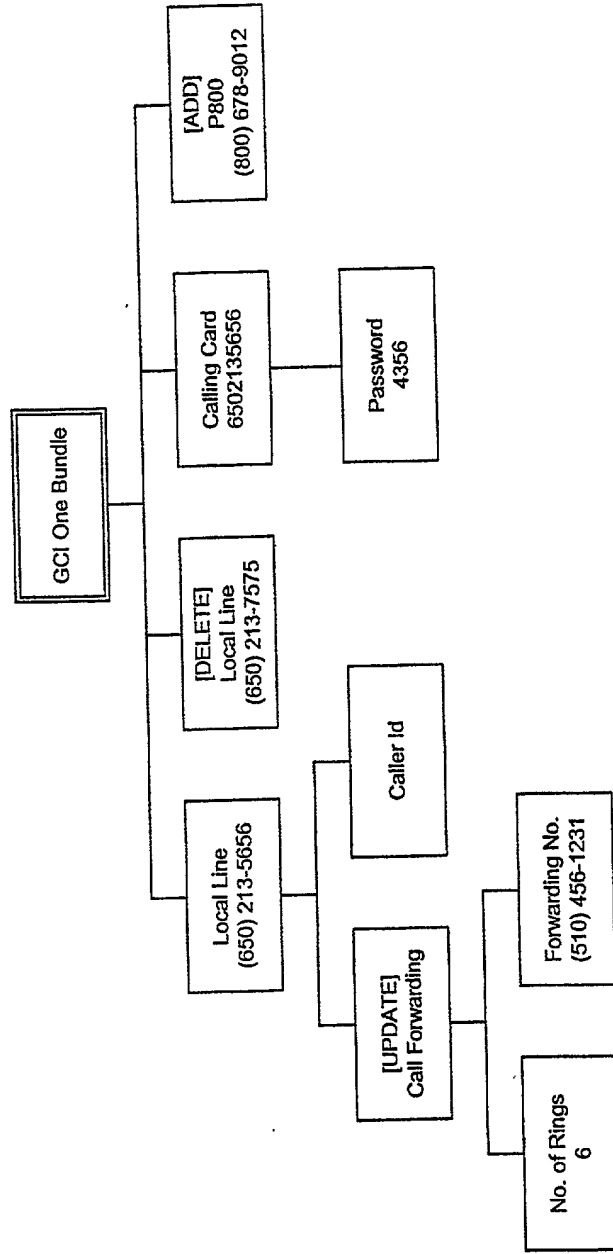


Fig. 11G-3

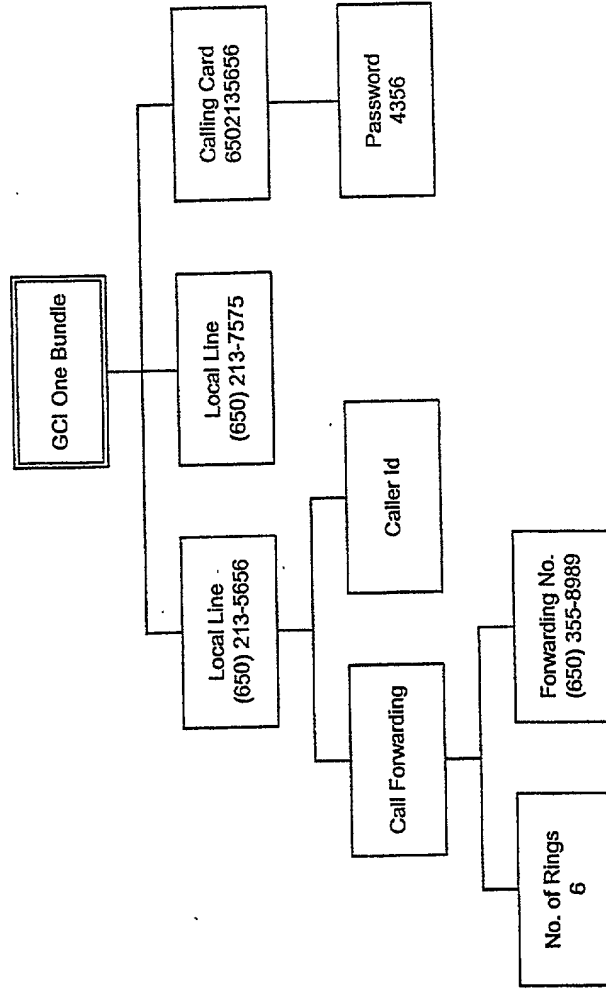


Fig. 11H-1

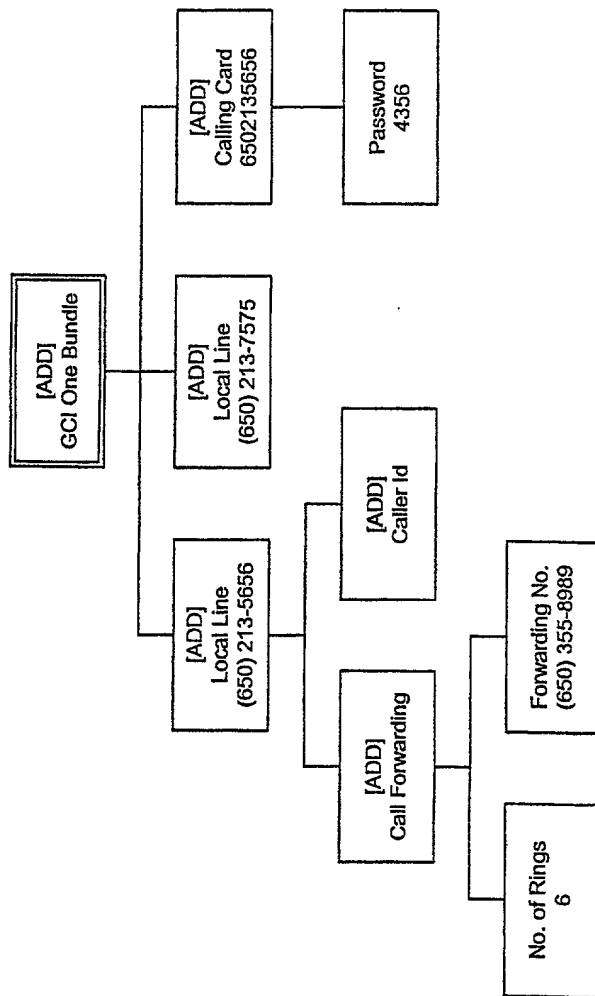


Fig. 11H-2

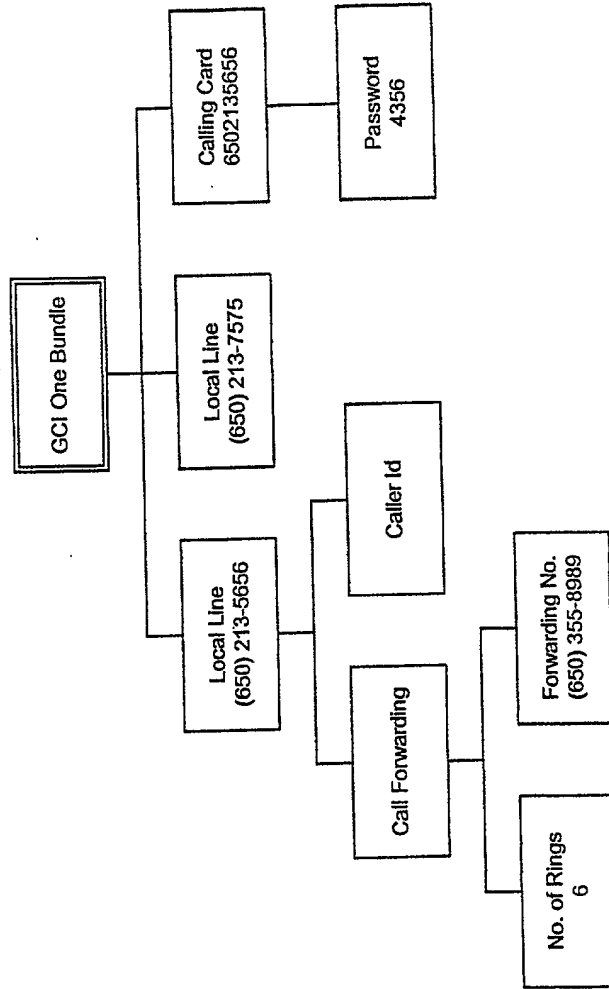


Fig. 11I-1

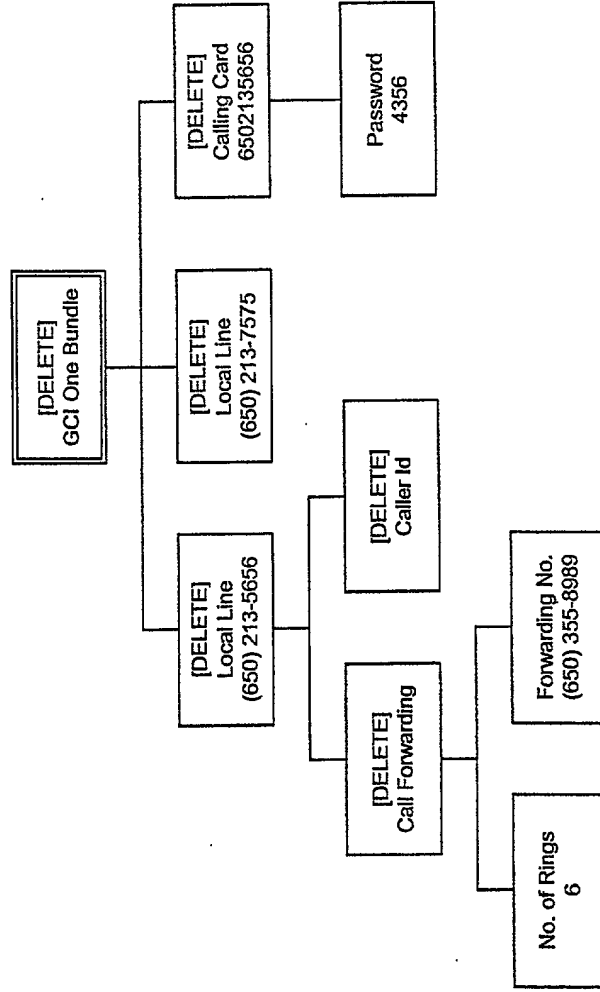


Fig. 11I-2

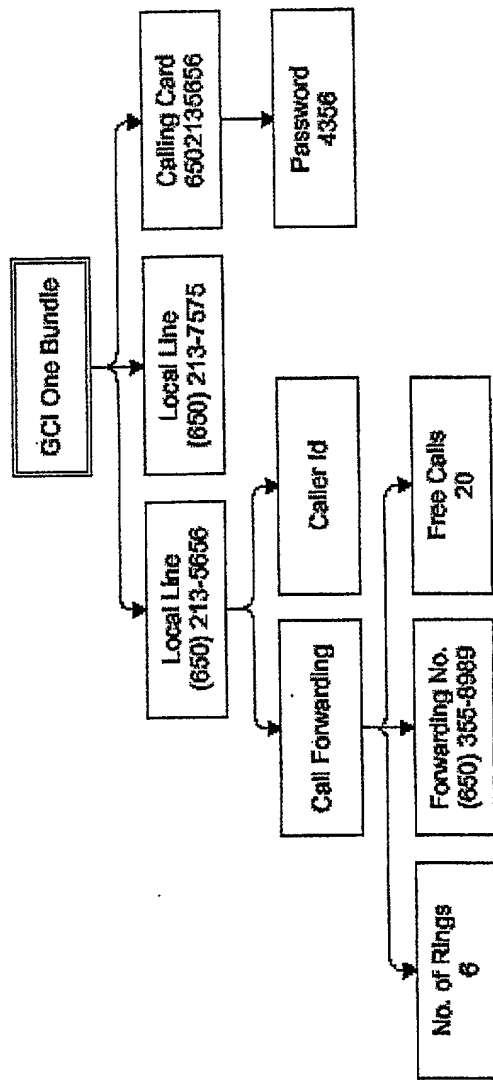


FIG. 11J-1

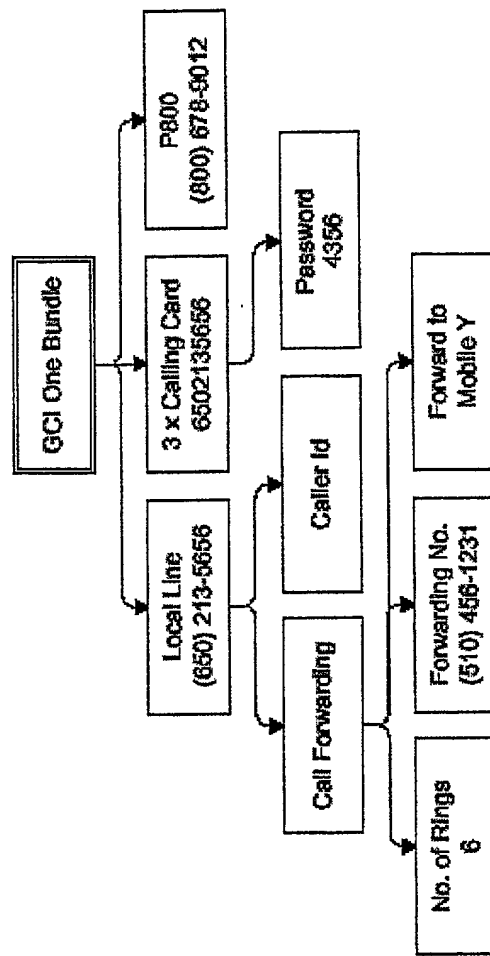


FIG. 11J-2

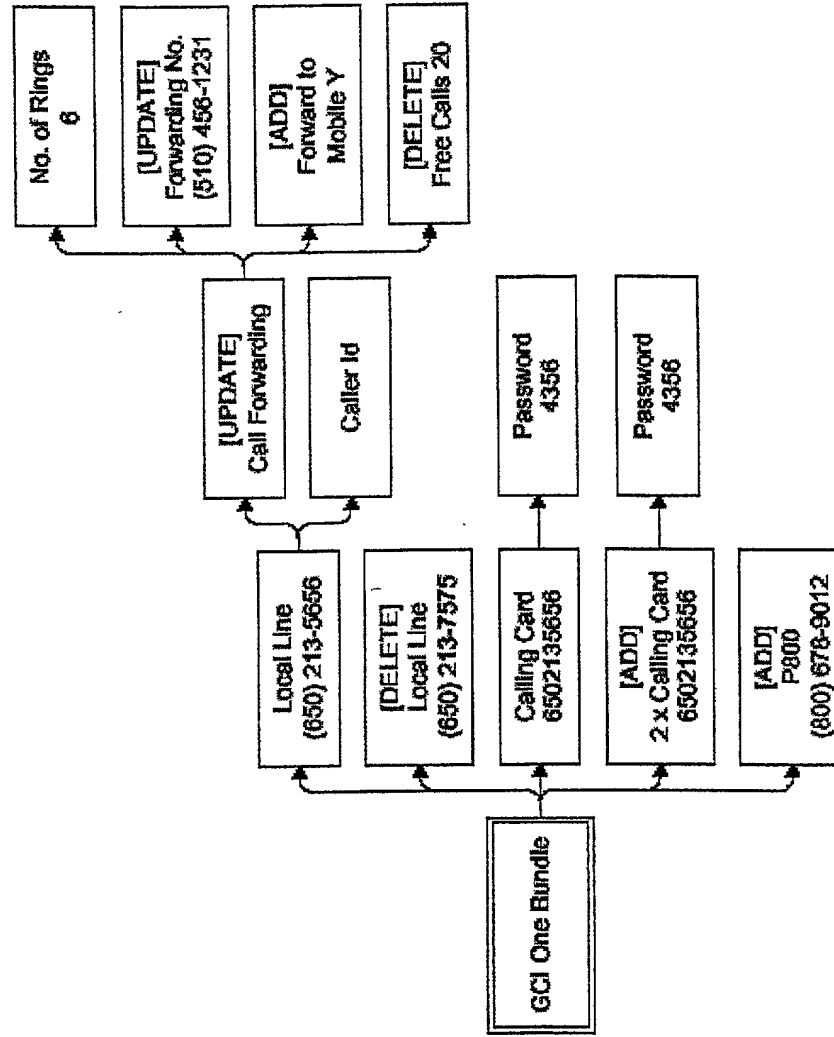


FIG. 11J-3

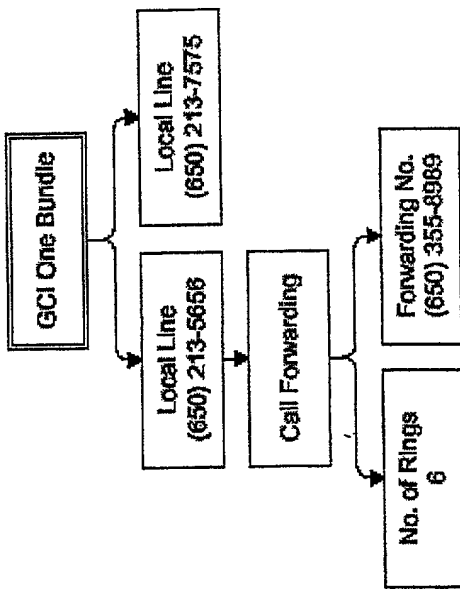


FIG. 11K-1

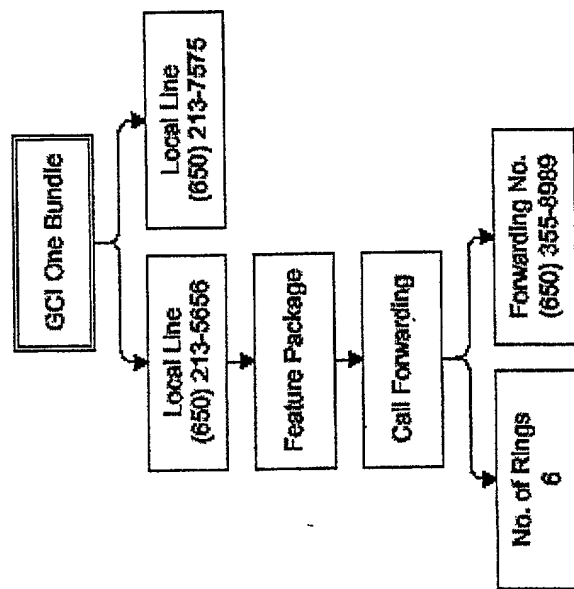


FIG. 11K-2

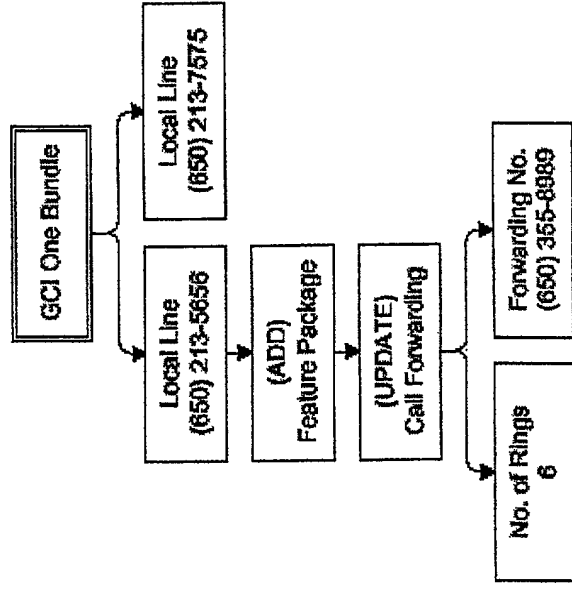


FIG. 11K-3

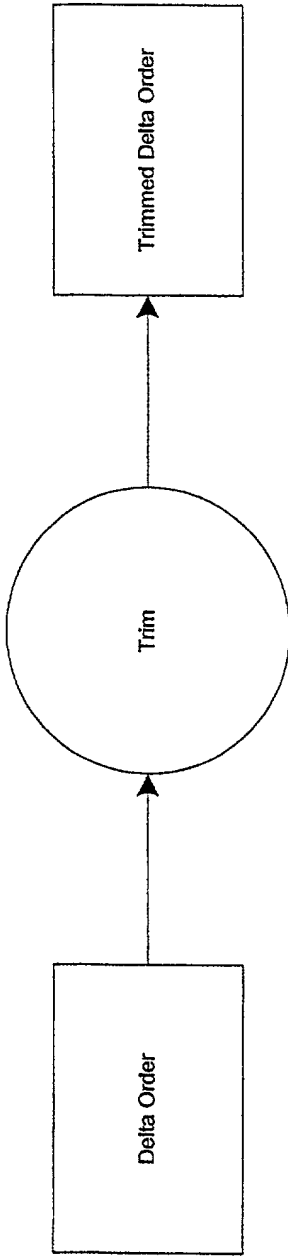


Fig. 11L

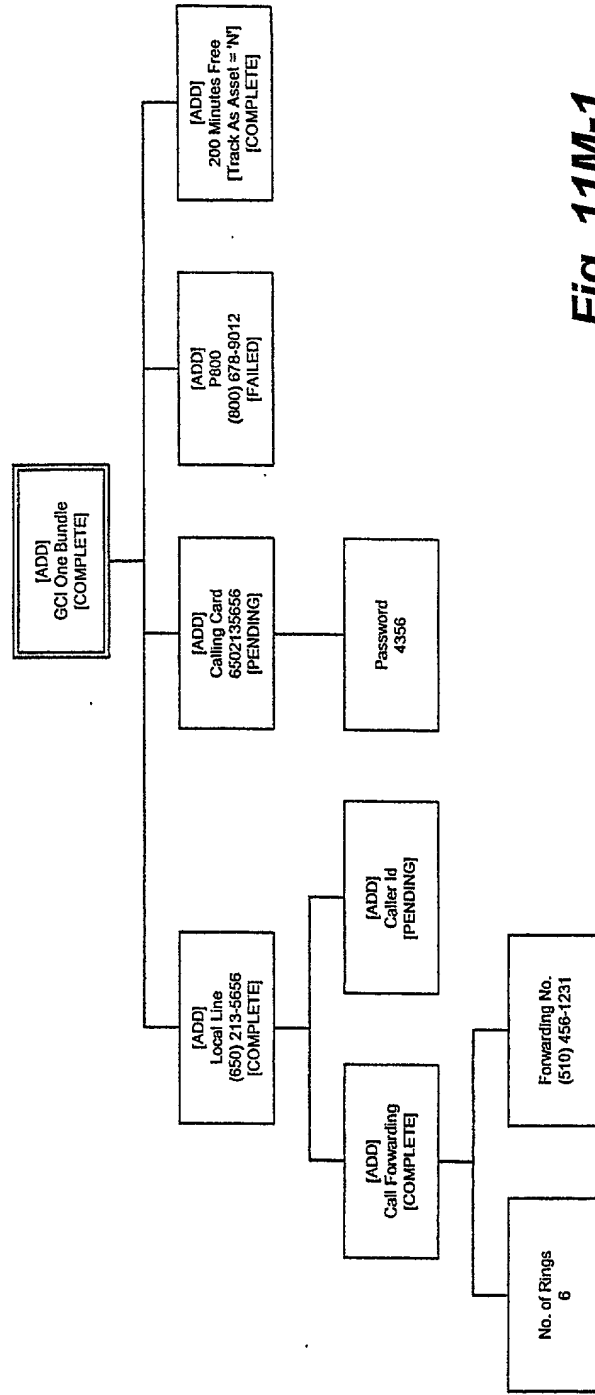


Fig. 11M-1

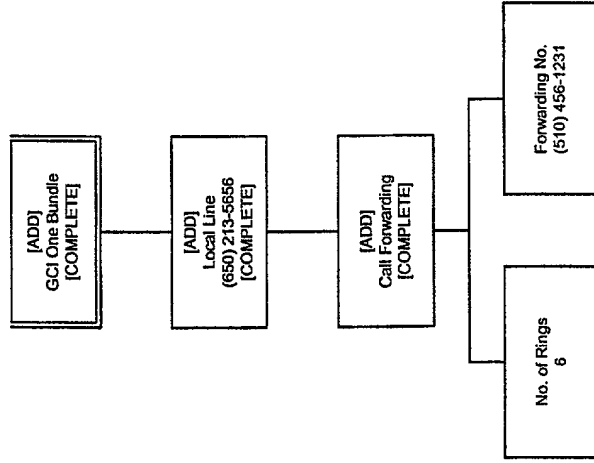


Fig. 11M-2

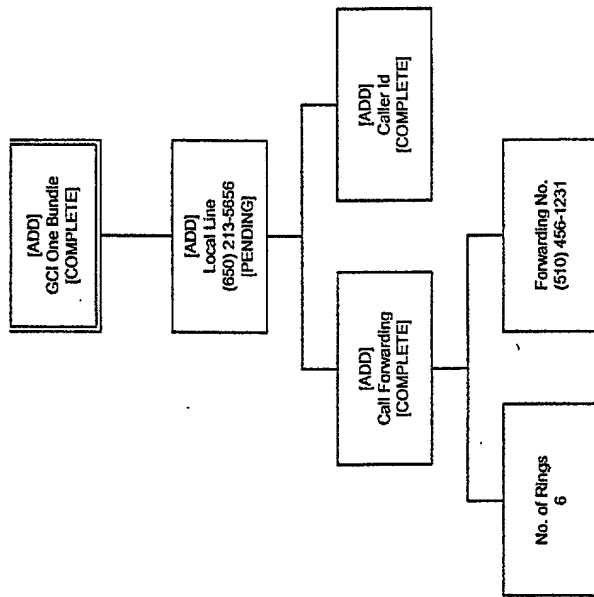


Fig. 11N-1

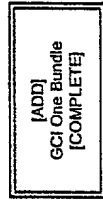


Fig. 11N-2

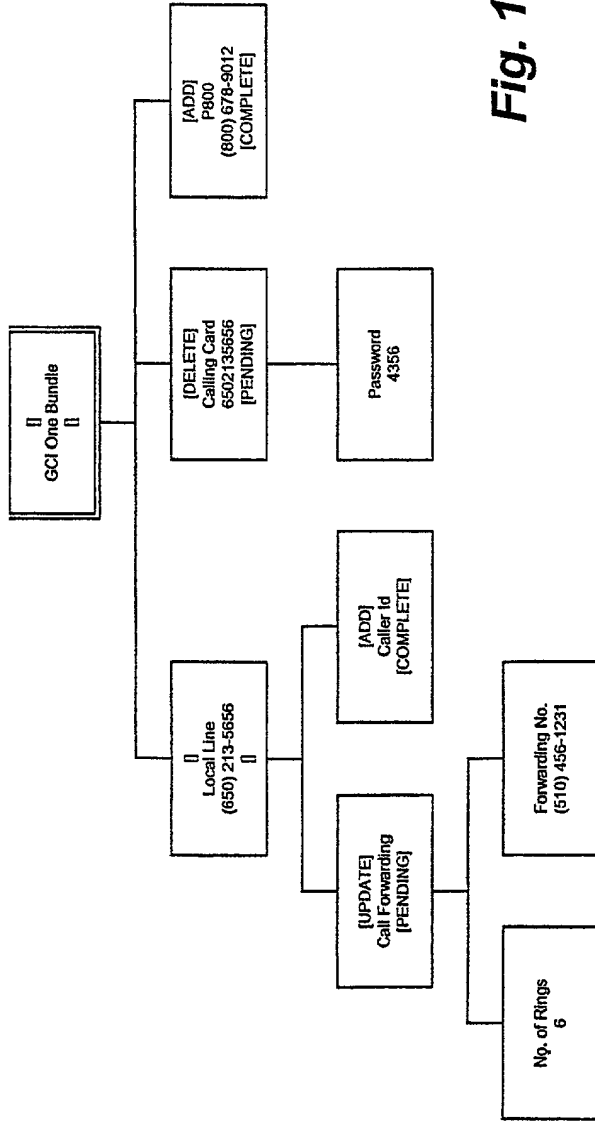


Fig. 110-1

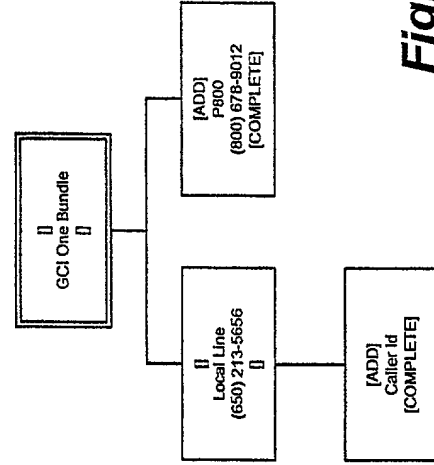


Fig. 110-2

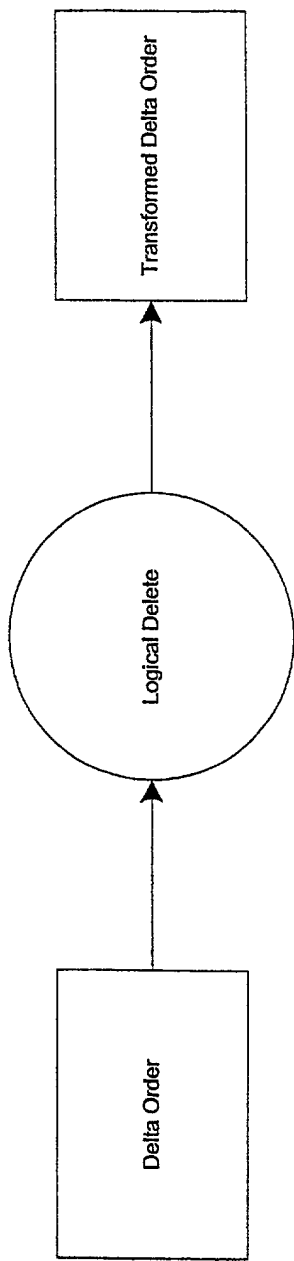


Fig. 11P

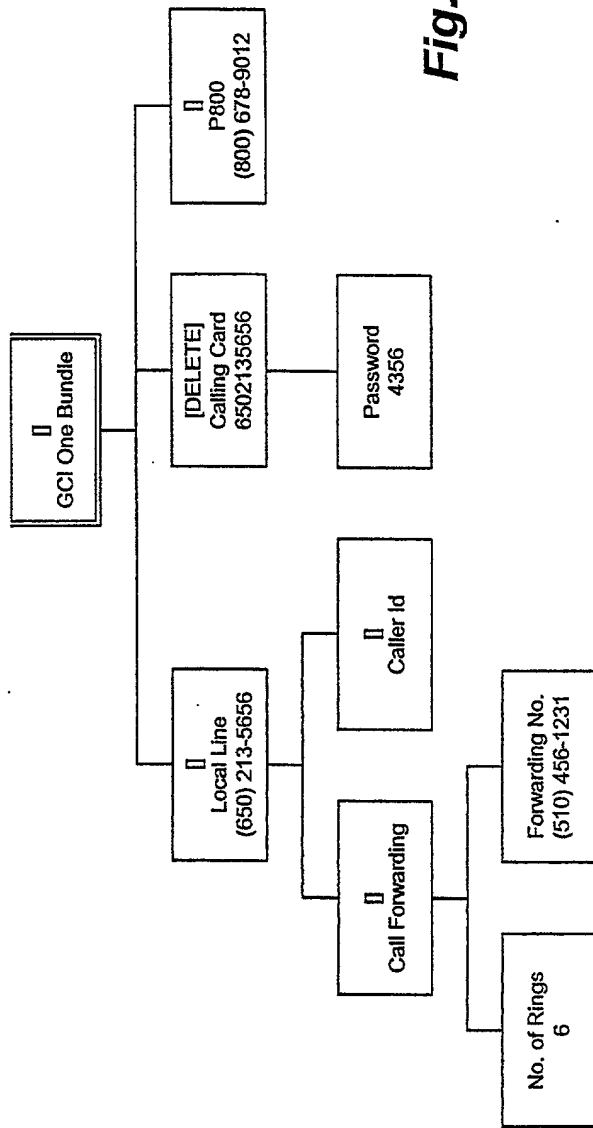


Fig. 11Q-1

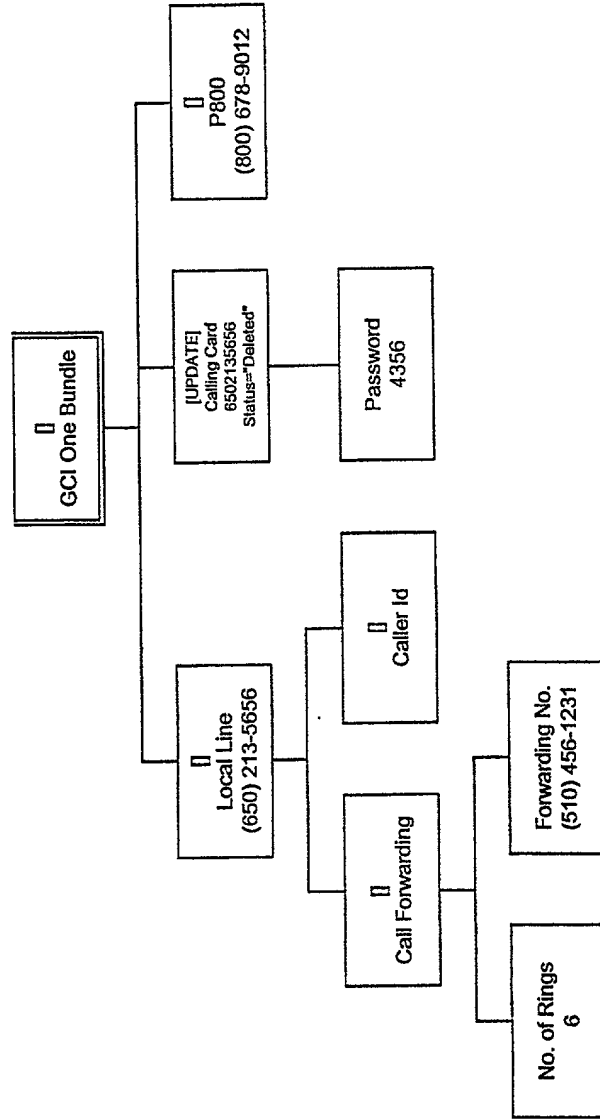


Fig. 11Q-2

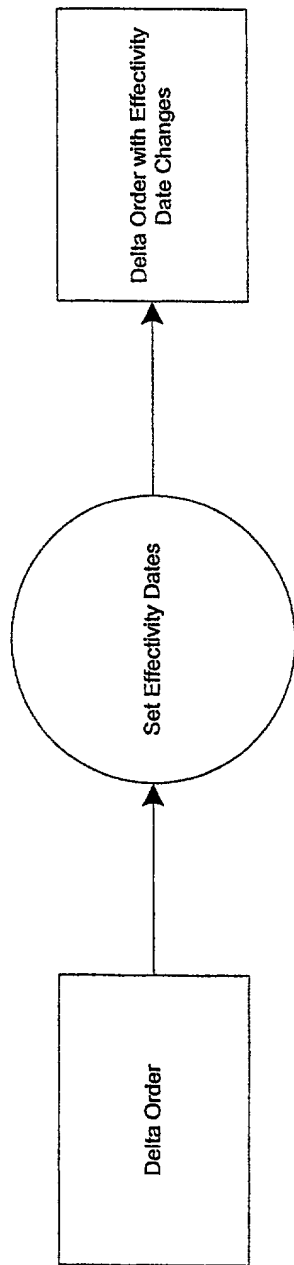


Fig. 11R

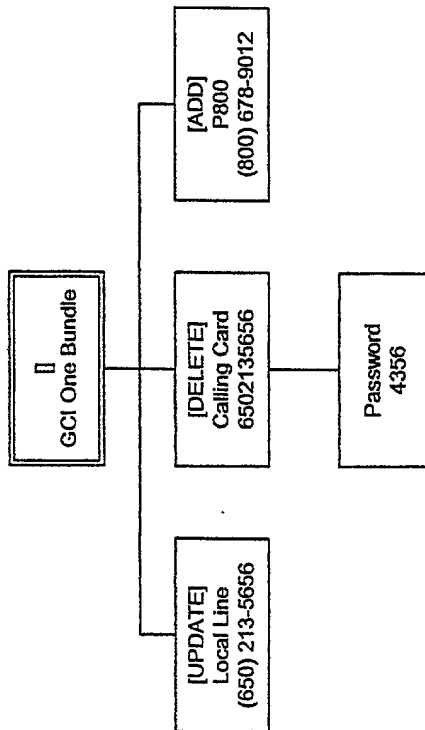


Fig. 11S-1

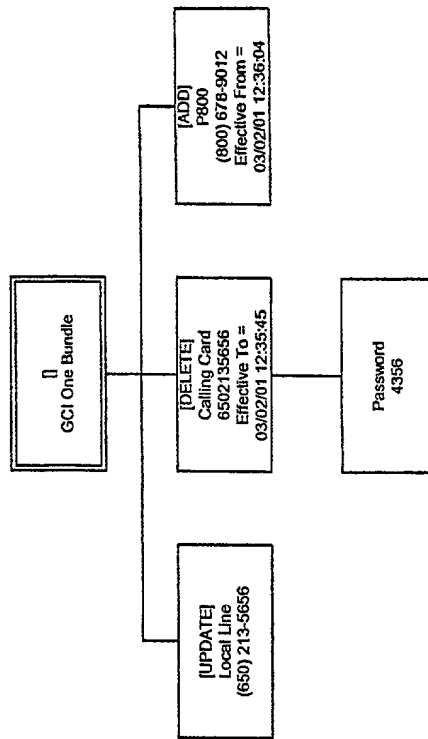


Fig. 11S-2

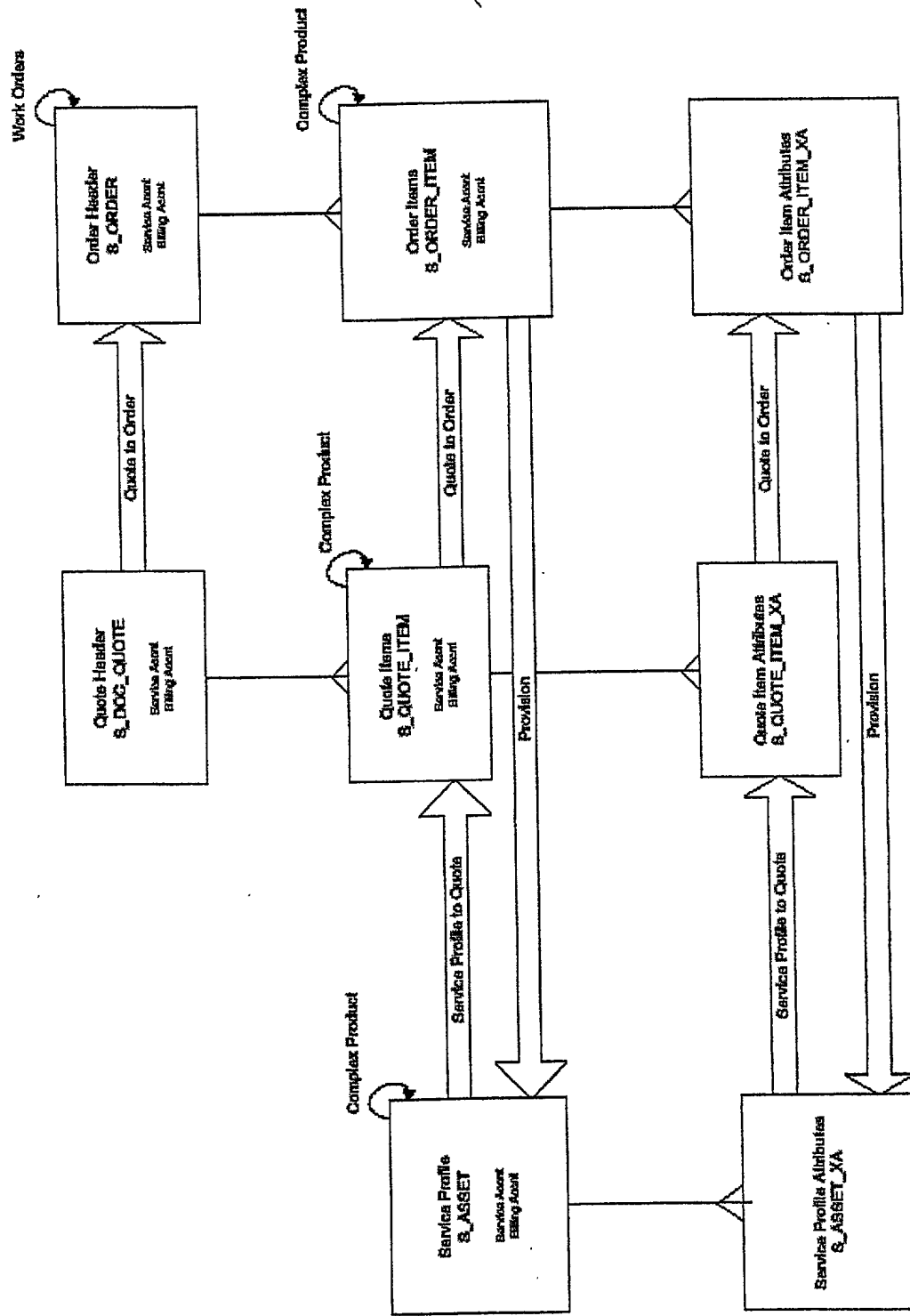


FIG. 12